

# Steven Jordan

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Columbia, SC 29201  
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[LinkedIn - Steven Jordan](#) | [Portfolio](#)

## DATA ANALYST

A results-driven Data Analyst with a strong technical skillset. Excellent verbal and written communication skills. Team player, with the ability to work independently.

### Areas of Expertise:

- Visualization Libraries: Matplotlib, Seaborn
- Analysis Libraries: Pandas, Scikit-Learn, NumPy
- Tableau, Power BI
- Data Wrangling / Cleaning

## TECHNICAL PROFICIENCIES

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Platforms: Windows, Mac OS  
Languages: Python, R, HTML, CSS, JavaScript, SQL  
Tools: Jupyter Notebooks, Power BI, Tableau Desktop, PyCharm, Excel, Sheets

## EDUCATION & CERTIFICATIONS

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**BS-Computer Science**, Southern New Hampshire University Graduated

- Summa Cum Laude, GPA 3.9
- Coursework: Python scripting, full-stack development, data structures, software development lifecycle, testing and automation

**BS-Technology Support Management**, University of South Carolina Graduated

- Dean's List
- Coursework: computer networking, scripting

### Certifications:

- Google Data Analytics
- Python PCAP
- Programming for Data Science
- Tableau Desktop Specialist

## PROFESSIONAL EXPERIENCE

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**Application Developer II**, South Carolina Educational Television, Columbia, SC 2023 – Present

- Provided analysis of software requirements, leading to strategic recommendations for efficient implementations that met organizational objectives.
- Demonstrated proficiency in OnBase and Zeus system administration, ensuring smooth operation and optimal performance of critical systems.
- Successfully managed website and server maintenance tasks, proactively addressing issues and implementing updates to enhance functionality and security.

**Information Resource Consultant** South Carolina Educational Television, Columbia, SC 2016 – 2023

- Delivered exceptional second-tier technical support to faculty and executive staff, resolving complex issues promptly and ensuring seamless operations.
- Spearheaded PC deployment planning initiatives, ensuring efficient rollout of new hardware, and minimizing disruptions to productivity.
- Revamped dormant Helpdesk operations, implementing streamlined processes and protocols to enhance efficiency and responsiveness.
- Produced technical writing and documentation resources to facilitate future problem resolution, empowering staff with the knowledge and tools needed for effective troubleshooting.

**Helpdesk Manager, Analyst**, City of Columbia, Columbia, SC 2012 – 2016

- Directed Helpdesk operations and provided mentorship to support staff, fostering a high-performing team environment and ensuring optimal service delivery.

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- Successfully handled advanced escalations for all levels of city employees, resolving complex technical issues and maintaining high levels of user satisfaction.
- Managed product and license inventory, ensuring accurate tracking and compliance with licensing agreements, optimizing resource allocation and cost-efficiency.
- Generated summary reports for IT administration and CIO, providing valuable insights into Helpdesk performance and contributing to strategic decision-making processes.

## PROFESSIONAL DEVELOPMENT

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- **Member**, National Society of Leadership and Success (NSLS)