

Savanna Allen

Aspiring Data Engineering Professional

Terrell, TX 75160

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SUMMARY

High-performing Aspiring Data Engineering Professional skilled in understanding, identifying, and resolving technical issues. Consistently exceeds performance and quality targets and delights customers with exceptional service skills. Trained in remote troubleshooting, technical support, and data validation.

KEY SKILLS

Intermediate German
Intermediate Tagalog (Filipino)

Technical documentation
Product Troubleshooting
Account updating
User support
User guidance
Task prioritization
Tech-savvy
Attention to detail
Self-starter

EXPERIENCE

July 2021 - Present

Customer/Technical Support • Haystack Australia • Remote

- Resolved most tickets with first contact and escalated remaining tickets to appropriate personnel for swift handling. Validated and imported data into the company database. Assisted in client implementation of CRM and HRIS integrations.

October 2018 – June 2021

Sales Coordinator • Safe Catch • Remote

- Supported salespeople with paperwork, data entry, and scheduling needs. Planned trade shows and professional event engagements, securing multiple leads.

April 2017 – September 2018

Administrative Assistant • Vape Stop • Forney, TX

- Provided general accounting support for financial leadership as needed. Prepared and balanced account transactions for accurate reporting.

CERTIFICATIONS

Southern New Hampshire University • *BS in Computer Science w/ conc. Data Analysis* • *February 2023 – March 2027*

VOLUNTEER WORK

August 2022 – Present

Small Group Leader • Lakepointe Church • Rockwall, TX

- Provided leadership and mentorship to children within the LP Kids Ministry.