

Jason Ervin

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Skills

- SQL (T-SQL, DB2, MySQL)
- Excel/Google Sheets (experience with VLOOKUP, pivot table creation, conditional formatting, IF statements).
- Basic Python (Jupyter, Pandas, Numpy, Matplotlib)
- HTML5/CSS
- Basic JavaScript
- Experience with several business applications: Word, Powerpoint, Project 2010, Excel, Visio, Google Docs, Google Cloud Platform, JIRA, MS SQL Server Management Studio, IBM Data Studio, MS Dynamics CRM, Salesforce.

Work Experience

Production Support Analyst - FindHelp.org

1/2021 - Current

- Provide technical support to FindHelp users and customers.
- Create, repair and modify customer forms via json file manipulation.
- Assist in the set up of customer SSO platform connection to FindHelp platform.
- Utilize data tools such as MySQL and Google Cloud Platform's Datastore to perform database updates or obtain data as needed.
- Assist in the documentation of Production Support processes.

Data Delivery Specialist - Scale AI via Aerotek

9/2020 - 1/2021 (contract)

- Assisted in the successful migration from Scale's previous business intelligence tool and into Redash. This included transferring SQL queries, rebuilding dashboards and training new users of the platform.
- Performed quality assurance of customer ML data tasks.

Analyst - Financial Freedom-CIT Bank/Financial Freedom-Celink

6/2016 - 8/2019

- Transform business user requirements into SQL based data sets using queries that range from simple to complex.
- Assist in ensuring the successful generation and distribution of scheduled data sets.
- Repair and modify SQL queries as new business needs arise.
- Coordinating the transmission of data to external stakeholders.
- Data validation
- Note: Business unit acquired by Celink on 6/1/18 from CIT Bank

Catalog Operations Analyst - Bazaarvoice

9/2014 - 6/2016

- Remotely validated product and service matches between manufacturers and retailers using the internal Bazaarvoice platform.

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Junior Data Analyst – Invenio Marketing Solutions

3/2014 – 8/2014 (position eliminated)

- Imported normalized data into the firm's CRM systems (Salesforce, Epsilon, MS Dynamics CRM 2013).
- Assisted in the administration of the firm's MS Dynamics CRM instance.
- Created a custom object for an internal customer in MS Dynamics, which included gathering requirements, building and testing.
- Created ad hoc reports via SQL Server Management Studio.

Administrative Associate – University of Texas at Austin

8/2012 – 9/2013

- Monitored the 250+ ITS and OTS employee timesheets.
- Created payroll vouchers for ITS part-time employees and overtime/on-call/shift-differential pay earning full-time employees.
- Coordinated the Programmer Aptitude test for the ITS-Applications Education team. This included scheduling, registration, proctoring, grading and entering applicant test scores.

Student Administrative Associate – University of Texas at Austin (Information Technology Services)

12/2011 – 7/2012

- Created purchase request orders for office supplies.
- Served as the main contact for ITS-Applications department in re: building issues.
- Created weekly time tracking forms for the ITS-Applications department via Microsoft Project 2010 and Excel.

Internship/Officer Positions

Membership Department Intern – Austin Chamber of Commerce

1/2011 – 5/2011

- Verified and updated member information.
- Assembled sales packets for the Sales Team.
- Trained incoming interns and created a manual for future Membership Department interns.

Education

The University of Texas at Austin

Government (Senior Level)

Economics minor, Business Foundations Certification

Along with an intensive series of Government and Economics courses, I've completed courses in Information Technology Management, Marketing, Risk Management, Finance, Accounting, Statistics, Business Law and Public Relations.