

Gianni W. Grade

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Summary of Qualifications

- Management Information Systems student passionate about bridging the gap between people and technology and using technology to drive the needs of an organization
 - Learning ambassador with leadership and training experience in a high-paced, constantly changing work environment where the ability to “adapt and overcome” is a necessity
 - Customer-centric, process-oriented individual with a drive to improve processes and always ensure customer promises are delivered on
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Education

- San Jose State University, San Jose, CA 95192
 - BSBA, Management Information Systems
 - GPA: 3.75 / 4.00
 - Degree conferral date: May 2024
 - Special Projects:
 - “Employee Self-Service System” - Played the role of a systems analyst in the development of an IS, performing tasks such as gathering requirements for the system, developing data models and diagrams, and creating a training plan for its implementation
 - “Fitness Equipment Store” - Developed an online store using python, managed and manipulated the store’s data using pandas, and created a GUI using appJar
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Work Experience

[Amazon Inc., Newark, CA] [Training & Learning Ambassador] [Oct. 2020 - Present]:

- Collaborated on a project that reduced autosorter bottlenecks and increased trailer utilization by 23%, generating \$3,172,986.80 in annual savings as validated by Amazon Finance
 - Collaborated with the onboarding administration team to monitor the progress of tier one associates and adjust instructional strategies to meet specific business needs effectively
 - Managed groups of 10-15 people, supervising and recording their progress throughout their training session
 - Designed, developed, and implemented new training initiatives such as online modules and interactive software
 - Acted as the Learning Department’s point of contact for Mission Control initiatives and training
 - Designed and implemented new software processes and information systems for Mission Control
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Skills

- High-levels of creativity
 - Strong verbal and written communication
 - Excellent analytical and critical thinking capability
 - Exceptional problem-solving capacity
 - Effective time-management
 - Object-oriented programming (Python)
 - Data Analysis (Python, Pandas, Excel)
 - IT support: (Troubleshooting, Networking, Operating Systems, System Administration, Security)
 - MS Office: (Excel, PowerPoint, Word, Outlook)
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Certifications

- Google IT Support Professional Certificate, (2023)
- Codecademy Python 3 Certificate, (2022)