

Patrick Miles

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Relocating to Central Maine in Summer 2021

Education

Texas Tech University, Rawls College of Business Lubbock, Texas
Bachelor of Business Administration, Information Technology May 2020

- Concentration in Business Analysis
- GPA: 3.82, *Magna Cum Laude*

Certifications & Technical Skills

Google Data Analytics Certificate June 2021

- Curriculum focused on common data structures, R and SQL programming, and data storytelling through Tableau visualizations.

Microsoft Office Specialist, Excel July 2020

- Validates experience with Microsoft Excel formulas, charts, tables, and worksheets.

Google Cloud Business Professional June 2020

- Certifies knowledge of cloud technologies and business applications.

Google Analytics Individual Qualification June 2020

- Took courses including Advanced Google Analytics that cover data collection, metrics, and reporting.

Python - Experience working with Agile Development on educational projects, have utilized the Django Web Framework.

SQL Database Design and Implementation – Educational and personal experience designing relational databases and their applications.

Web and UI Development – Utilized Web Frameworks such as WordPress and Django alongside UI languages such as HTML, JS, JQuery, PHP, and CSS to develop projects for myself, courses, and freelance.

Tableau – Key software used in my Business Analysis education.

Work Experience

T. Rowe Price Remote – Owings Mills, MD
Retirement Plan Specialist August 2020 – Present

- Coordinated support for retirement plan participants with associates through multiple channels.
- Responsible for ensuring trade accuracy for millions of dollars of transactions per week.
- Provided coaching to younger associates on best practices and encouraged team development.
- Handled complex situations requiring escalated assistance while maintaining professional communication.
- Participated in the Key Accounts and Special Plans groups to provide targeted analysis and support on notable retirement plans.

Nolan Transportation Group Chicago, Illinois
Logistics Intern May 2019 - August 2019

- Negotiated with freight carriers to cover freight transportation needs for company customers.
- Coordinated transportation for 237 truckloads resulting in \$457,911 in revenue for NTG.
- Most truckloads booked in Chicago office during time worked.

Domino's 34th Street Lubbock, Texas
Full-Time Delivery Driver October 2017 – April 2020

- Worked with the delivery team to ensure food is delivered on time and customers are satisfied.
- Trained and mentored over a dozen new employees.

HubCityBags.com

Lubbock, Texas

Founder

August 2017 – December 2019

- Created product design, negotiated with manufacturers, and imported inventory.
- Built eCommerce website to take online orders and managed outside vending for gameday sales.

Round Rock Express

Round Rock, Texas

Field Crew Member

May 2017 - August 2017

- Worked as a member of the Field Crew to prepare the mound, plate, bullpens, and foul lines prior to game.
- Monitored weather conditions and reacted accordingly.

Campus Leadership / Awards**Association of Information Technology Professionals (AITP)**

April 2019 – May 2020

- Elected Webmaster in Spring 2019

Eagle Scout, Troop 64 Georgetown, Texas

May 2017