

JERRELL RUFFIN III

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Introducing **Jerrell**, a Supply Chain Analyst with a knack for technology and a burning passion for cloud engineering. Jerrell is a natural problem solver with an insatiable thirst for knowledge. He possesses a strong foundation in SQL, networking, and infrastructure knowledge, and is always seeking to expand his expertise through cutting-edge courses and workshops. Jerrell is a committed and hard-working team player with exceptional communication skills.

EXPERIENCE

SUPPLY CHAIN ANALYST **BUNZL RETAIL LLC** MORTON GROVE, IL 60053

DATES FROM 08/22 – PRESENT

- Boosted Service Desk team's ticket completion rate by 8% within first three months of employment, compared to previous 5% completion rate
- Developed SQL macros and optimized queries to improve troubleshooting and analysis processes, resulting in a 20% reduction in average issue resolution time
- Utilized tools such as SQL Server, JD Edwards, Korber One and ServiceNow ticketing system to track, prioritize, and escalate requests, resulting in a 15% increase in customer satisfaction ratings
- Collaborated with cross-functional teams, project managers, and business analysts to identify and resolve systemic issues, resulting in a 10% reduction in recurring incidents

Continuously stay up to date with the latest SQL trends and best practices, attending industry conferences and participating in online forums to enhance expertise

INFORMATION SPECIALIST **ASURION** DEARBORN, MI 48125

DATES FROM 09/2020 – 08/2022

- Maintained seamless network connectivity for multiple devices across the organization, improving team productivity
- Efficiently resolved Citrix connection issues, minimizing disruptions and improving daily operations for eastern region operations
- Demonstrated strong administration skills in ServiceNow, exceeding company standards and providing excellent customer service to my team
- Optimized storage usage and significantly improved application performance through successful VMware management, driving 6% boost in resolve time and business results for my department

HELP DESK ANALYST **KENO KOZIE** SOUTHFIELD, MI 48037

DATES FROM 10/2019 – 08/2020

- Successfully resolved 95% of assigned IT tickets within agreed-upon service level agreements (SLAs) by utilizing advanced troubleshooting skills and analyzing problems with precision.
- Documented solutions for resolved issues and utilized ServiceNow to track and report on ticket status, resulting in a 30% increase in the efficiency of ticket handling.
- Communicated exceptionally well under pressure, providing timely updates to stakeholders, including management, team members, and customers, resulting in a 20% reduction in downtime and improved customer satisfaction.

- Proficiently utilized various tools, such as VMWare and Hyper X, to diagnose and resolve complex IT issues, resulting in a 25% reduction in the average time to resolve tickets during the night shift, minimizing impact on business operations.

EDUCATION

2011-2015

HS DIPLOMA, NICHOLAS SENN CHICAGO, IL 60660

Great experiences in high school which helped cultivate my innate passion for technology. I built my first Dell computer during my sophomore year. I took public transportation and wouldn't get back home until 8PM after basketball practice. My dedication to learn and stay active is undying!

2015-2017

ASSOCIATES DEGREE, SOUTHWESTERN MICHIGAN DOWAGIAC, MI 49047

Going off to college for the first time gave me jitters unimaginably! Couldn't imagine not living with family any time before that. My first experience at becoming an adult was truly a moment I'll never forget! My major began as computer science and transitioned into business analytics. This began my journey of computing and technology.

JULY 2022- DEC 2022

**INFORMATION TECHNOLOGY GRADUATE CERTIFICATE, FOCUS
HOPE DETROIT, MI 48238**

Built foundation skills professionally in the IT field. Scripting languages, configurations, deployment, A.I, networking, and hardware were pivotal in my studies and allowed me to nurture prior understanding in technology overall. Customer service was also a positive takeaway to reinforce positive and enthusiastic relationships in any setting.

SKILLS

- Quick-witted: Can think strategically and can devise creative solutions to complex problems.
- Excellent communication: Great listener and respectful to anyone. Can express ideas and thoughts clearly and persuasively.
- Perseverance: Never give up! I use setbacks and shortcomings as area for opportunity for growth and newfound knowledge.
- Constant Learner: Use all references as keynotes and take notes constantly.
- Personable: Courteous to any, and all walks of life. I try to find relatable situations or past experiences, focus on them and nurture relationships from there.

ACTIVITIES

I am passionate about cloud infrastructure and engineering and striving to learn more about this field. SQL scripting has been my favorite language to automate processes and cumbersome tasks in my role. I also have a love for music, playing various instruments in my free time, and enjoy playing basketball with friends and colleagues. I find that music and basketball are great ways to

unwind and stay physically fit and mentally sharp. Additionally, I have a Fortinet switch-based home lab. The components consist of a FortiGate 40F, FS-124D-FPOE, FS-248D-FPOE, HP ProLiant DL360 Gen10, Synology DiskStation NAS, Tripp Lite PDU, and VMware vSphere. Constant learning and use of my own tech is how I “stay plugged”.

Jerrell offers YOU to test this SQL query:

```
SELECT 'Hire Jerrell' AS recommendation
FROM candidates
WHERE skills = 'cloud engineering'
AND humor = 'witty'
AND persistence > 0
AND learning speed = 'constant'
AND enthusiasm > 9000;
```

CERTIFICATIONS

CompTIA A+ | 09/2022–09/2025
Certified Business Professional–Customer Service | 05/2022 – 09/2022
Certified IT Essentials – CISCO | 05/2022 – 09/2022
Technical Training Credit- Focus: HOPE | 05/2022– 09/2022