

# Sean Burton

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## **Education**

**Northern Kentucky University**, Highland Heights, KY

- Masters of Science in Business Informatics, May 2017
- GPA: 3.778

**Eckerd College**, Saint Petersburg, FL

- Received Bachelors of Arts in Creative Writing, May 2004
- GPA: 3.5

## **Relevant Work Experience**

### **Driver(09/17-Present)**

Lyft\Uber Driver

### **Runner\Office Assistant**

Adams Stepner Wolterman & Dusing(08/16-11/17)

- Filed paperwork and issued subpoenas
- Delivered mail and made copies

### **Full-Time Student**

Northern Kentucky University (01/16-05/17)

- See Relevant Education Experience

### **ISS/ICQA Representative/Process Assistant**

Amazon.com Hebron, KY (11/11-12/15)

- Identified catalog issues and fixed them using Trouble Tickets.
- Gained practical database management experience solving issues surrounding duplicate entries for identical Primary Keys.
- Communicated directly with Procurement and Brand Management Specialist to solve recurring and large-scale procurement issues with certain vendors.
- Worked in Inventory Control and Quality Assurance(ICQA). Gained extensive experience identifying and improving Defect Per Million Opportunities(DPMO).
- Handled Vendor Returns including classifying HAZMAT products and proper processes for their transport and was the contact for Vendors and Dock Clerks for these matters.
- Learned inbound warehouse processes thoroughly including: Receiving, Purchase Orders(POs), Truck Manifests, Check-in Procedures, and Overages.
- Worked in Outbound Processes including Pack, Slam, Picking, and especially identifying problem orders and shifting workers between processes to ensure prompt truck departure times.
- Understood Service Level Agreement(SLA) with third-party vendor third-party vendor and learned proper escalation process for addressing noncompliance.
- Developed strong relationships with offshore service representatives. Recognized and adapted to a more formal conversational style and relationship resulted in improved service.

### **Reader\Grader**

Data Recognition Corporation (05/07-/07/07) (04/08- 11/11)

### **Quality Care/Proofreader**

ReachUSA Cincinnati, OH (07/2007-03/2008)

- Performed Proofreading, Copy Editing, and Graphic Analysis.
- Maintained direct contact with sales representatives as an internal customer.

### **Front Desk Clerk**

University Inn Hotel-Suites (12/2006-05/2006)

Site Director\Summer Camp Director

YMCA of Greater Lexington(01/2006-11/2006)

## **Relevant Educational Experience**

### **Corporate Information Systems Management**

- Learned extensive methods and practices for better linking IT and business units including improving IT communication, budgeting, project management, and application portfolio management.

### **Systems Analysis and Design**

- Covered the system development life cycle(SDLC) for software development. Learned multiple techniques including: Agile, Waterfall, and Object Oriented Design. Worked with Visio and Access to produce sequence diagrams, Entity Relation models, and data dictionaries.

### **Strategic Leadership for Informatics**

- Reviewed all marketing concepts relevant to strategic planning and analysis of a given business including: Value proposition, SWOT analysis, Porter's five forces, and customer segmentation.

### **Analytical Tools in Business Informatics**

- Gained understanding of basic accounting: Credits and Debits, Depreciation, Creating a Balance Sheet and Income Statement.
- Learned to calculate Return on Investment(ROI), Net Present Value and Break Even Analysis.

### **Info Systems in Organizations**

- Covered topics surrounding proper IS deployment: Outsourcing vs. In-house development, Evaluating Service Level Agreements, and transitioning from Legacy Systems.

### **Database Management Systems**

- Reviewed Oracle SQL query command language and gained familiarity with Logical and Physical database design.

### **E-Business**

- Learned key strategies of online retailers and how best to position companies in an increasingly online marketplace.

### **Knowledge Management and Decision Support Systems**

- Involved learning various knowledge management systems that support: 1) transferring tacit knowledge "know-how" of key business processes from experienced employees to others. 2) Collecting institutional knowledge to better understand and exploit its insights. 3) Make explicit knowledge such as routine processes easily accessible.

### **Information Technology Project Management**

- Learned key processes in project management including building GANTT charts, performing a Stakeholder analysis, and working in either Waterfall or Agile projects.

### **Data Communication & Network Security**

- Concerned with learning internet protocols, performing risk analyses, performing penetration tests, and all other topics related to internet security protocols.

### **Business Analytics**

- Learned advanced statistical analysis that can be performed using Excel and SPSS to analyze different potential outcomes of a capital investment or business choice.

### **Text Mining Analytics**

- Used Knime and SAS software to learn unstructured text analytics to gain insight into all the unstructured data such as tweets and reviews on the internet.

## **Notable Projects**

### **Does IT Matter to Rhinegeist Brewery?**

- Thoroughly analyzed every aspect of Rhinegeist Breweries IT usage and made recommendations for future recommendations. Final Capstone Project report was 96 pages long.

### **California Health Interview Survey Analytics Project**

- Performed analysis of a 30,000-respondent survey for any relationships between education levels and health behaviors such as drinking sugary drinks. Wrote a paper and presented a peer-reviewed presentation of findings.

### **Fitness Wearables Sentiment Analysis**

- Used text mining software to analyze various models of wrist-based fitness monitors to identify common terms associated with positive and negative statements about them. Built these results into a larger presentation and report on the future of fitness wearables to LPK Global Brand Design Agency.

### **Tim's Trains Knowledge Management Software Deployment**

- Involved using OpenRules software through IF-THIS-THEN statements to map the knowledge of a model train store owner's decades of experience valuing trains and transferring them to less experienced employees

### **Party Town SDLC App Development**

- With a team, performed a full software development life cycle of a customer engagement app for a local business.

## **Accomplishments**

- Solo-hiked the Appalachian Trail in 2008. The Appalachian Trail is 2,176-mile footpath running from Georgia to Maine.

## **Skills**

- Excellent Writing
- Excellent Office Suite
- Excellent Research
- Excellent Inventory Management Software
- Strong Analytics Skills
- Text Mining
- SPSS
- Oracle SQL
- Knime
- SAS

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