

BREE FREYTES-GLOVER

[757-256-4122] | [freytes06@aol.com] | [[linkedin.com/in/bree-freytes-glover](https://www.linkedin.com/in/bree-freytes-glover)] | [<https://breefg.github.io/>]

PROFESSIONAL SUMMARY

Expert IT Professional & Data Strategist with 20 years of experience in IT Service Management and Electronics Engineering. Currently transitioning into **Data Science and Analytics**, leveraging a master's candidate's knowledge of business intelligence and a career-long track record of technical project leadership. CAPM-certified leader, expert at transforming complex operational data into actionable insights and bridging the gap between technical data architecture and executive decision-making. Committed to applying engineering logic, predictive modeling, and statistical analysis to solve large-scale organizational challenges.

TECHNICAL SKILLS & CORE COMPETENCIES

- **Data Science & Analysis:** Python (Pandas, NumPy), SQL, R, Google Colab, Predictive Modeling, Statistical Analysis, Exploratory Data Analysis (EDA), Data Wrangling, Snowflake Jupyter Notebooks.
- **Data Visualization:** Tableau, Power BI, Matplotlib, Seaborn, Dashboard Design.
- **Project Management:** CAPM Certified, ITSM (ITIL), Agile/Scrum, SDLC, Stakeholder Alignment, Risk Mitigation, Resource Optimization, GitHub.
- **Technical Foundation:** Master Data Management (MDM), System Architecture, Root Cause Analysis, Electronics Engineering (B.S.).

EDUCATION

- **Master of Science, Data Science and Analytics** | Old Dominion University | *Expected 2028*
 - *Concentration in Business Intelligence Analytics*
- **Bachelor of Science, Electronic Engineering Technology** | ECPI University | 2010

CERTIFICATIONS

- **Certified Associate in Project Management (CAPM)** | Project Management Institute | 2023
 - *Certification No: 3563018*

PROFESSIONAL EXPERIENCE

NEWPORT NEWS PUBLIC SCHOOLS | Newport News, VA

Technical Support Specialist III | Jan 2019 – Present

- **Data-Driven Process Improvement:** Spearheaded a site maintenance initiative leveraging automation tools, resulting in a **30% decrease in work stoppages** and enhanced operational efficiency.
- **Asset Lifecycle Analysis:** Managed the cyclical distribution and data tracking of 120+ educator tools and student devices, utilizing data-driven oversight to **decrease lost/damaged device rates by 95%**.
- **Master Data Management:** Developed and enforced Master Data Management (MDM) protocols for building administration, ensuring data integrity and standardized operations across an enterprise environment.
- **Strategic Resource Oversight:** Maintained 100% oversight of GED Admissions and Delivery Workgroup Servers, ensuring high availability and data security for critical workstations.

BREE FREYTES-GLOVER

- **Stakeholder Engagement:** Retained project ownership and fostered stakeholder alignment, reducing project rework by **90%** through proactive communication and data transparency.

Lead Technology Support Specialist | Jul 2016 – Jun 2019

- **Operational Analytics:** Supervised the daily activities of 35+ technicians, performing trend analysis on a dataset of **50,000+ annual tickets and 9,000 calls** to optimize resource allocation and SLA compliance.
- **Logistical Modeling:** Coordinated with the Technology Logistics Analyst to perform fiscal audits; utilized budgetary data to drive strategic goals for the department.
- **Large-Scale Deployment Data:** Oversaw the data-tracked deployment and refresh of **7,000+ annual Chromebooks** and 2,000+ instructor laptops across 41 sites.
- **Policy Architecture:** Authored streamlined logistical policies and procedures in SharePoint, creating a standardized knowledge base that improved cross-departmental solution delivery.

Technology Support Specialist II | Feb 2015 – Jun 2016

- **Productivity Optimization:** Documented standardized operating procedures (SOPs), resulting in a **50% increase in team productivity** and a more uniform response format.
- **SLA Management:** Delivered prompt technical resolutions for a high-volume ticket environment (30+ daily), ensuring zero instructional stoppage through efficient time-series prioritization.