

# Leshawn Phillips

📍 Mount Airy, North Carolina, United States ✉️ leshawn.phillips@outlook.com 📞 (336) 756-6030 🌐 in/leshawnphillips

---

## SUMMARY

IT professional with 6+ years of experience in customer service, 3+ years in technology implementation and development, creating reports utilizing PowerBI and leading teams to success. Expert in IT service management and business software solutions. Skilled in troubleshooting and problem-solving, with a passion for delivering quality service and customer satisfaction. Seeking a position that provides collaboration, growth, personal development.

---

## EXPERIENCE

### IT Software Analyst

#### Leonard Buildings & Truck Accessories

January 2022 - Present, Mount Airy, NC

- Engineered multiple internal full stack applications that are used by over 120+ retail locations.
- Collaborated with multiple departments for building and implementing software to modernize business processes and procedures.
- Integrated Salesforce CRM with our business processes and software (WordPress, Zapier, Microsoft Flow/Power Automate).
- Created and maintained PowerBI reports and visualizations while preparing the data using SQL Server.
- Collaborated with key stakeholders and executives to develop and analyze Business Intelligence reporting and processes.
- Led a team of freelance contractors in engineering and developing a Data Warehouse using Azure Synapse Analytics.
- Pioneered multiple software development projects that provided key functionality for retail store employees and insight for the executive team.

### IT Support Technician

#### AREVO Group

January 2021 - January 2022, Charlotte, NC

- Supported 100+ devices including laptops, cell phones and tablets utilizing Hexnode MDM and the Microsoft 365 Admin suite.
- Took lead over the support of both ATS software used known as Bullhorn and TempWorks.
- Coordinated with the Chief Marketing Officer for WordPress website maintenance and development.
- Traveled to multiple branches across NC and VA for support and asset management.
- Collaborated with a small team of developers to produce a mobile application for candidates to view pay stubs, job assignments, and available assignments.

### Information Technology Intern

#### Northern Regional Hospital

September 2020 - January 2021, Mount Airy, NC

- Participated in setting up the new Northern Urgent Care practice.
- Played a key role in expanded their medical surgery floor by setting up PCs, monitors and printers.
- Provided support for a staff team of over 800 people by assisting in printer and desktop computer repair.

---

## PROJECTS

### Led the development of a Data Warehouse

May 2023 – November 2023

- Developed a Data Warehouse following the STAR schema utilizing Azure Data Factory and Azure SQL for Business Intelligence reporting.
- Managed a small team of data consultants and engineers who specializes in Microsoft Azure, SQL and data pipelines.
- Analyzed key data points within multiple Microsoft SQL Server datasets to identify the necessary SQL tables for Business Intelligence report creation.

### Creating a manufacturing production and logistics internal web application

May 2023 – November 2023

- Developed a full-stack production and logistics system utilizing NodeJS for the back-end paired with SQL Server and Sequelize ORM.
- Designed the front-end utilizing NextJS and Material UI.
- Utilized third-party libraries to generate responsive calendar components for the end-user to schedule product deliveries and manufacturing.

### Engineered and maintained a Full-stack Product Signage Application

Leonard Buildings & Truck Accessories • June 2022 – August 2022

- Developed a robust full stack application for managing product signage which allowed retail locations to print price signage.
- Utilized NodeJS, MongoDB and Mongoose for the back-end.
- Wrote an API using ExpressJS to supply the front-end data and utilize CRUD operations.

---

## EDUCATION

### Associate's degree in Information Technology

Surry Community College • Dobson, NC • 2022

### Certificate, Network Management

Surry Community College • Dobson, NC • 2022

---

## SKILLS

**Front End:** HTML, CSS, JavaScript, ReactJS, NextJS, Bootstrap, Material UI, PowerBI

**Back End:** NodeJS, ExpressJS, PostgreSQL, SQL Server, MongoDB, Mongoose, Sequelize, Azure Data Factory

**Infrastructure:** Microsoft Azure, Windows Server, SQL Server, Linux

**Other:** ITSM, Customer Experience & Success, Technology Troubleshooting & Support