

# Dilland Bailey, M.S.

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## IT SYSTEMS SPECIALIST | DATA ANALYST

Data-driven professional with a Master of Science in Data Science and 3+ years of experience delivering technical solutions across enterprise environments. Proven ability to analyze complex datasets, optimize IT systems, and support large-scale infrastructure projects across 150+ locations. Combines strong analytical thinking with hands-on technical execution to drive business insights, operational efficiency, and scalable solutions.

### SUMMARY OF SKILLS

- Data Analysis, Business Intelligence, and Statistical Modeling
- Python, SQL, R, and JavaScript
- Power BI, Data Visualization, and Dashboard Development
- Machine Learning and Predictive Analytics
- IT Infrastructure, Systems Integration, and Cloud Computing
- Data Cleaning, Transformation, and ETL Processes
- Technical Troubleshooting and Root Cause Analysis
- Project Management, Stakeholder Communication, and Documentation

### PROFESSIONAL EXPERIENCE

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|--|-------------|
| <b>Information Technology Specialist</b> – Integrate You/Heartland Dental, Effingham, IL | 2022 – 2026 |
| <b>Field Technician</b> – Integrate You/Heartland Dental, Effingham, IL                  | 2021 – 2022 |
| <b>Sales Associate</b> – Galloba Auto Connection, Longwood, FL                           | 2016 – 2021 |

### SUMMARY OF EXPERIENCE

#### Information Technology Specialist (Integrate You/Heartland Dental)

- Led server migrations and infrastructure upgrades across 150+ offices, ensuring minimal downtime and data integrity.
- Analyzed operational and system data to identify inefficiencies and support data-driven decision-making.
- Assessed IT environments and delivered tailored solutions to improve system performance and workflow efficiency.
- Managed end-to-end implementation of IT projects, meeting strict timelines and business requirements.
- Provided advanced technical support, resolving complex hardware, software, and network issues.

#### Field Technician (Integrate You/Heartland Dental)

- Executed 70+ system migrations, ensuring secure and accurate transfer of operational and patient data.
- Installed and configured hardware and software systems to improve performance and reliability.
- Diagnosed and resolved technical issues, minimizing downtime and improving system stability.
- Trained staff on new systems and workflows, increasing efficiency and user adoption.

**Sales Associate (Galloba Auto Connection)**

- Managed sales processes, customer interactions, and documentation for vehicle transactions.

**EDUCATION**

**Master of Science, Data Science** ▪ University of the Cumberlandds 2024  
**Bachelor of Arts, Political Science** ▪ University of Central Florida 2023

**LICENSES/CERTIFICATION**

- IBM Data Science Professional March 2024
- Microsoft Power BI PL-300 April 2026
- 0620 - ADJUSTER - ALL LINES License April 2026