

Education

Edgewood College, Madison, WI

Expected Graduation: May 2022

Bachelor of Science – GPA: 3.8

Major: Computer Information Systems, Cybersecurity and Data Science Concentration

Technology Employment

IT Intern | Database Administration Team

2021 – Present

Milliman IntelliScript, Brookfield, WI

- Strengthen security by transitioning database permissions to be structured by Active Directory groups
- Improve failover/HA processes by creating processes in PowerShell & VisualCron to keep applications in sync
- Support internal users in a timely & reliable fashion for database creation & access request needs
- Preventative work on data loss/downtime by configuring and confirming system level backups on all SQL servers

Advanced Desktop Support

2020 – 2021

Edgewood Technology Assistance Center, Madison, WI

- Dispatch to address advanced technology issues with Windows & MacOS systems as well as computer hardware & software programs in many different environments on campus
- Use & contribute to a knowledge base to follow best procedure for every situation
- Deploy equipment using the Microsoft Deployment Toolkit

Student Technology Specialist

2018 – 2020

Edgewood Technology Assistance Center, Madison, WI

- Analyzed service requests & actively listened to customer needs to provide excellent service
- Provided basic troubleshooting & escalated further issues to the correct team members
- Strong attention to detail in order to accurately maintain records in center

Research & Data Mining Intern

Summer 2017

GlassWater Technology, Evanston, IL

- Researched potential clients & presented findings to CEO with weekly PowerPoint presentation including important points of investigations.
- Strong time management skills to stay on task in a remote setting

Additional Professional Experiences

Apartment Coordinator

Fall 2020 – Present

Edgewood College, Madison, WI

- Participate in a Pro Staff Duty Rotation that provided emergency response in top level/crisis situations
- Balance competing priorities & problem-solve incidents, requests, & conflicts between residents

Lead, College Liaison

Fall 2020 – Present

Bystander Intervention Committee, Edgewood College, Madison, WI

- Filmed, edited, & distributed two COVID-19 policy PSA videos that reached over 700 community members
- Lead a committee of 5 members through planning 3 events & one campus wide initiative each semester

Resident Assistant

Fall 2019 – Spring 2020

Edgewood College, Madison, WI

- Fostered a strong community while enforcing campus policies
- Participated in a tier 1 duty rotation to ensure safety of all residents

Matt Held

Service Scheduler

Summer 2019

Acura of Brookfield, Brookfield, WI

- Assisted clients & triaged service inquiries for a department with a revenue over \$1M
- Collaborated with other departments to provide the best solution for clients

Client Service Representative

2016 - 2018

Acura of Brookfield, Brookfield, WI

- Ensured fluent understanding of processes to clients by utilizing active listening & speaking skills
- Maintained accuracy & confidentiality when processing department paperwork & payments

Activities & Leadership Experience

President

Fall 2019 - Present

Edgewood EmPowered (Computer Information Systems Club), Edgewood College, Madison, WI

- Initiated, developed, & currently hosting “Tech Talks” - a program for meaningful conversations about past & upcoming technology

Student Leader

Fall 2019 – Present

Dominican Life, Edgewood College, Madison, WI

- Planned & helped lead an Immigration Simulation with over 30 students in attendance
- Plan & lead programs that allow students to explore questions of identity, meaning, & spirituality, while being inclusive & open to diverse faith traditions

Dining Service Committee Member

Fall 2018 – Present

Edgewood College, Madison, WI

- Evaluate Dining Services current offerings & shortfalls with the Dining Service Director
- Collect feedback from students about their dining experience which helped shape the transition to an “all you care to eat” meal plan system

Eagle Flight Crew (Incoming Student Ambassador Program)

Summer 2020

Edgewood College, Madison, WI

- Helped organize & manage 3 summer Eagle Education events
- Addressed incoming students concerns via both in person & mail/email communication

Technical Experience & Skills

Expert	Proficient	Novice
<ul style="list-style-type: none"> • Windows, Windows Server • macOS, iOS • Microsoft Office • Active Directory • Linux • Ubiquiti Unifi Network Management 	<ul style="list-style-type: none"> • SSMS • SQL • Microsoft Admin Center • HTML, CSS • VMware (ESXi, vSphere) • Mobile Device Management (JAMF Now, ManageEngine MDM, Apple Configurator) 	<ul style="list-style-type: none"> • Java • Wireshark • Hyper-V • PHP • Bootstrap • Python • Azure AD