

# Willie Warhawk

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## EDUCATION

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University of Wisconsin-Whitewater  
Bachelor of Business Administration  
Major: Information Technology  
Emphasis: Networking and Security

Anticipated Graduation: May 2019  
Cumulative GPA: 3.569

## WORK EXPERIENCE

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### **CUNA Mutual Group**, Madison, WI

*Project Management Intern*

*May 2017 – August 2017*

- Designed documentation for new SharePoint slides and the requirements for SharePoint conversion
- Created process maps in Visio
- Developed Gantt chart job aides
- Responsible for creating an online PMO library

### **UW-Whitewater ICIT Department**

*Helpdesk Employee/Tier 1 Technician*

*October 2015 - Present*

- Answer phone calls and emails troubleshooting basic computer problems. Actively go into the field to fix basic computer problems.
- Enhanced communication skills while working with users of various experience levels
- Developed critical thinking skills to allow issues to be dealt with in an efficient and timely manner

## LEADERSHIP EXPERIENCE

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### **College of Business and Economics DAC Representative**

*Association for Information Systems*

*January 2016 - Present*

- Represent the organization at all Dean's Advisory Council meetings
- Attend weekly chapter meetings to network with industry professionals

## TECHNICAL SKILLS

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**Software**— proficient with Windows 10 operating system, common enterprise software, both Microsoft Access and HPSS database systems, Microsoft Excel and Visio.

**Hardware** – experience with general troubleshooting of PC desktop and laptop systems. Assisted with installation projects of classroom systems and A/V equipment.

## ADDITIONAL SKILLS

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**Time Management** – successfully balance work and student leadership positions requiring 30 hours per week while maintaining a full class schedule and a 3.569 GPA

**Critical Thinking** – able to work through problems in effective and timely way

**Communication** – successfully and professionally worked with many different levels of technology users in both group and individual settings