AUSTIN (KYLE) KRAMER

Planning Professional

Planning professional using Maximo and MS Dynamics ERP systems. IT and customer service backgrounds bring a wealth of knowledge into any role. Successful history of growing new company roles from the ground up. Led the change of several departmental policies that greatly improved department performance in the first month as a supervisor. Looking to use my leadership and planning experiance to help your company succeed.

Work History

Feb 20' – April 20'

Maintenance Planning Supervisor
Compass Airlines, Bloomington, MN

- Improved overall team performance by supplying the department with many customized resources which resulted in promotion to Supervisor.
- Led the change of several departmental policies, saving 20 manhours per month and greatly reducing department discrepancies.
- Created department knowledge base to address frequent questions and issues

July 18' – Feb 20'

Deferred Maintenance Planner
Compass Airlines, Bloomington, MN

- Hired into this role with no training and minimal oversight. Created the day-to-day functions and wrote the department user guide for the job within the first two months.
- Taught myself Visual Basic and wrote several custom Microsoft Excel macros needed to perform the job.
- Wrote many customized macros and user guides for the entire department, saving management 3-4 hours per day running manual reports.
- Successfully implementing the workflow for this role reduced open deferred work orders by 30% companywide.

Aug 19' – Current

Part-time Warehouse Associate
Amazon Prime Now Fulfillment Center, Minneapolis, MN

- Outbound picking and packing of customer orders. Inbound receiving of orders and staging items for picking.
- Problem solving missing and damaged items.
- Work in a very fast paced environment.

Personal Info

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Excelsior, MN 55331

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502-377-1683

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Skills

- ERP Planning
- Maintenance Planning
- Operations Support
- Issue Resolution
- Root Cause Analysis
- Team Supervision
- On-Site Manager Collaboration
- User guide Development
- Aviation
- Customer service
- IT background
- MS Office
- Maximo ERP
- Microsoft Dynamics

Other

- Private Pilot – 2012

Jan 18' – June 18'

Air Traffic Control Trainee

Federal Aviation Administration, Oklahoma City, OK

- Working at the FAA Academy as a full-time Air Traffic Control Trainee. Training included one month of classroom general aviation study and three months of classroom and air traffic control simulator training.

July 17' – Jan 18'

Application Systems Analyst

CliftonLarsonAllen, Minneapolis, MN

- Promoted from Service Desk to Applications Analyst due to successful job performance.
- Software admin for Microsoft Dynamics ERP / CRM & Bullhorn recruiting software.
- Responsible for software upgrades, data imports, and customization changes in accordance with company change management procedures.
- Participated in the design, development and implementation of JIRA, Confluence, Okta and Microsoft Teams.

May 16' – June 17'

IT Service Desk Consultant

CliftonLarsonAllen, Minneapolis, MN

- Tier 1 phone, email and onsite technical support to over 6,000 internal employees across more than 100 offices.
- Manage work requests through Cherwell & HPSM ticketing software.
- Active directory user account administration.
- Troubleshooting all aspects of Windows PC issues: hardware, OS issues, network connectivity, Windows and other software updates, VPN and Citrix client setup and connection.
- Supported 30+ pieces of remote connection and accounting software including: Citrix, GoToAssist, PFx Engagement, PFx Tax, GoFileRoom, Office 365, Cisco VPN, Microsoft Dynamics 365.

Education

June 14' – May 16'

Minneapolis Community & Technical College

Minneapolis, MN

- A.A.S. in Air Traffic Control; 3.80 GPA

Aug 12' – May 15'

Indiana University Southeast

New Albany, IN

- Study towards B.S. in Informatics; 3.57 GPA