

## HANNAH McDONALD

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### EDUCATION

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#### University of Denver, Daniels College of Business

Denver, CO

*Bachelor of Science Business Administration – Business Information and Analytics*

Expected Graduation: June 2022

- GPA: 4.00 – Dean's List and Hornbeck Scholar List
- Awards: Margery Reed Service Award, ANDREW H. WOOD Award (scholarship ranking), Daniels Award for Excellence

### PROFESSIONAL EXPERIENCE

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#### University of Denver

Denver, CO

*Microsoft Office Certification Program Teaching Assistant Coordinator*

June 2020 – Present

- Manage day-to-day operations and serve as primary point of contact for TAs and students, communicating weekly
- Develop lab materials and coordinate teaching by hiring, mentoring, training, supporting 18 TAs for 500 students
- Automate business process to minimize repetitive work and maximize time to support TAs and students
- Enhance managerial decision-making and program growth by analyzing and reporting student and staff performance

*Microsoft Office Certification Program Teaching Assistant and Proctor*

September 2019 – Present

- Teach classes of 30-80 students the most recent Microsoft programs, in preparation for certification exams
- Understand user problems to deliver optimal solutions and explain the how and why behind those solutions
- Develop student relationships to serve as a peer point-of-contact in Daniels now and in the future

*Daniels Ambassador Team Member*

September 2019 – March 2022

- Ensured an optimal student-University match across academic, social, cultural, and graduate outcomes
- Met with prospective students and families of the Daniels College of Business to share my experiences and answer questions in conversational settings of 1-10 people and panel settings with up to 40 people

*Thrive Peer Health Educator*

April 2019 – June 2020

- Empowered DU students to make informed choices about sexual health, alcohol and other drugs, and mental health
- Collaborated with local businesses to provide safer alcohol consumption strategies for "21st Birthday" initiative

#### St. Vrain Valley School District, District Technology Services

Longmont, CO

*Programmer / Analyst Intern*

June 2019 – August 2021

- Enabled data-driven decisions for student success by evaluating 12 request for information responses and completing two proof of concepts for data management and analytics platforms
- Proved value of data visualization tools for a variety of stakeholders using Microsoft SQL and analytics tools
- Optimized reporting and user experience by rewriting SQL query to run in 12 seconds, rather than 2.5 minutes
- Empowered early intervention for student success as the backend programmer on a student performance project

*Digital Curriculum Intern*

June 2018 – December 2018

- Improved educational experience with documentation of 35 programs for teachers, students, parents, support staff
- Conducted application testing and resolved help tickets, through investigation, troubleshooting, and data work

### ADDITIONAL EXPERIENCE

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*Human Leadership Program*

Kristen Hadeed

*Participant*

August 2021

*Wellness Living and Learning Community*

University of Denver

*Member*

September 2018 – June 2019

### SKILLS

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**Certifications:** Microsoft Expert Access, Excel, and Word 2019; Microsoft Associate PowerPoint and Outlook 2019

**Technologies and Tools:** SQL, Visual Basic, Python, R, Microsoft SQL Server Management Studio, Visual Studio, Tableau, PowerBI, Trello