Andrew Dohm

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Current student at Michigan Technological University working toward BS in Computer Engineering and seeking an internship opportunity. Dedicated team player willing to take on any task to support a team and help a business succeed. Good at troubleshooting problems and building successful solutions for both businesses and customers. Excellent team leader knowledge with strong background managing a **robotics team**, a **website**, and **two business systems**. Strives to *make an impact* in the community positively.

Experience:

Shop Technician   January 2023 - August 2023
The Copy Image, Inc., Granger, Indiana
- Streamlined the existing shipping system by implementing the UPS integration with the database (e-automate).
- Identified and adjusted discrepancies between on-hand inventory and digital records.
- Troubleshooted and rebuilt Kyocera, HP, and Epson printers/copiers to put back into the field.
- Identified and resolved issues within the company using a mix of software and hardware.

Website Manager   September 2019 - December 2022
Restyled Furnishings, Granger, Indiana
- Improved site structure and usability by coordinating and executing design changes with the owner and customers.
- Optimized website marketing by implementing MailChimp.
- Maintained the businesses online presence on Facebook, Instagram, and Pinterest.
- Updated and upgraded website's inventory by creating product releases and implementing Ricoconsign.

Education:

Bachelor of Science in Computer Engineering - Michigan Technological University   May 2027
- Currently hold a 3.82 GPA
- Relevant coursework:
  - Accel. Intro to Programming, Fall 2023
  - Engrg Analysis & Prob Solving, Fall 2023
- Obtained Scholarship *Leading Scholar Distinguished*

Skills:

Critical Thinking	Customer Service	Customer Support
Human Computer Interaction	Java	Linux
MATLAB	Microsoft Suite	Network Security
Problem Solving	Troubleshooting	Windows

Certifications:

Google IT Support by Google on Coursera. Certificate earned on December 10, 2023
MATLAB Onramp on MathWorks. Certificate earned on September 27, 2023
Communication Skills for Business (CSB) - Professional Communication on Certiport. Certificate earned on May 25, 2022
Microsoft Office Specialist: Excel (Office 2016) on Certiport. Certificate earned on March 30, 2022
Microsoft Office Specialist: Word Expert (Office 2016) on Certiport. Certificate earned on November 17, 2021
Microsoft Office Specialist: PowerPoint (Office 2016) on Certiport. Certificate earned on September 8, 2020
Microsoft Office Specialist: Word (Office 2016) on Certiport. Certificate earned on September 3, 2020

Volunteer:

Facilitator   September 2019 - September 2022
Southwestern Michigan College, Dowagiac, Michigan
- Taught 3rd, 4th, and 5th graders about the engineering portion of STEM.
- Conducted an activity based on the engineering design process and how that process is used by engineers to solve problems.

Organization:

Team Manager   September 2018 – March 2023
FIRST Tech Challenge Team: 14596 XLR8
- Managed a team of 10 members to design, build, program, and operate a robot to compete in a head-to-head challenge.
- Oversaw all operations related to the team, including design, programming, outreach, team development, business, and team image.
- Hosted team meetings to gain insight on progress from each division.
- Addressed conflicts that arose in a positive and compromising manner.