

Christopher William Gottwaldt

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EDUCATION

University of Wisconsin - Madison

Madison, WI

Bachelor of Science Computer Sciences, Bachelor of Science Data Science

Expected May 2024

- Data Structures and Object Oriented Programming in Java, Machine Organization and Programming in C and x86 assembly, and Data Modeling with R.
- Introductory Engineering Statistics and Matrix Linear Algebra.
- Involved in Undergraduate Projects Lab and Web Development Club.

EXPERIENCE

Level 2 Analyst

November 2021 – Present

UW-Madison Department of Information Technology

Madison, WI

- Provide advanced technical troubleshooting to VIP University employees to deliver high-quality technology solutions.
- Operate and support services, software, and devices with sensitive information.
- Support Help Desk Level 1 employees with troubleshooting advanced problems.
- Communicate with advanced teams and escalate cases to them as needed to ensure quality customer support.

Help Desk Phone Agent

November 2021 – Present

UW-Madison Department of Information Technology

Madison, WI

- Responded to calls from students about technology problems.
- Registered devices on the school network.
- Alerted customers of security issues affecting their accounts and how to resolve them.
- Communicated with colleagues and supervisors to resolve customer inquiries and ensure quality support.

IT Department Tech

June 2021 – August 2021

Mounds View Public Schools Tech Department

Arden Hills, MN

- Upgraded and updated desktop computers across the district.
- Scanned new computers into a database, imaged them, and prepared them for school use.
- Transported and installed new computers to schools across the district.
- Was entrusted with administrator credentials and was responsible for cataloging hundreds of computers.

Sandwich Artist

June 2019 – July 2021

Subway

Mounds View, MN

- Made sandwiches to order for customers and operated the cash register in a fast-paced, collaborative environment.
- Cleaned and closed the store at the end of the night, sometimes alone.

PROJECTS

CS Appointment Scheduler |

October 23 2021 – October 24 2021

- Collaborated with a team of four to create a new office hours scheduling website during the Cheesehacks 24-hour hackathon event.
- The theme for the event was to create a website that improves upon something in the university, so we chose to make a new office hours scheduling site that makes booking an appointment easy: Enter your name and email, choose a TA or professor, choose a time slot, and then a meeting invite is sent directly to you to meet with them!
- I helped integrate the Zoom meeting functionality and attempted to implement a database using Firebase. It was my first project, so I helped wherever I could and learned a lot!
- This project and more information on it can be found on Devpost here: devpost.com/cs-appointment-scheduler

TECHNICAL SKILLS

Languages: Java, C, R, MATLAB

Developer Tools: Git, Google Cloud Platform, Firebase

Libraries: Tidyverse, Ggplot2, Dplyr

Applications: IntelliJ IDEA, Vim, Eclipse, Visual Studio Code

AWARDS

Eagle Scout, Fridley American Legion Auxiliary Scholarship, AP Scholar, and 3 Science Olympiad Medals.