

Steven C. March

1007 N. Marshall St. Apt 106
Milwaukee, WI 53202
(847)508-5356
Cody.march84@gmail.com

OBJECTIVE: To obtain an Associate Software Developer position that will allow me to strengthen my knowledge in the IT sector and gain valuable experience working with other IT professionals.

EDUCATION: **University of Wisconsin-Milwaukee**
Bachelor's Degree in Business Administration – ITM - GPA: 3.5

William Rainey Harper College, Palatine IL
Associates in Arts (Focusing in Business Management)

WORK/FIELD EXPERIENCE: **Northwestern Mutual (Manpower)** Milwaukee, WI; (Mar 2017-Present)
FPA (Financial Planning Associate)

- Strong understanding of CRM software systems to assist in preparing financial plans
- Manage assigned categories of financial data to input information into CRM

BMO Harris Bank West Allis, WI; (June 2016 – Aug 2016)
MIS Analyst (internship)

- Assisted in the retirement/decommissioning of legacy content no longer needed
- Enforced change management to ensure compliance with policies and procedures
- Experience working within a multi-server environment

Federal Bureau of Investigations (FBI) Milwaukee, WI; (Oct 2011- Aug 2014)
Operational Support Technician (OST)

- Organized and led training sessions for on call personnel in my field of work
- Researched and analyzed data and information that supported case work
- Wrote standard operating procedures to ensure efficient work flow processes
- Knowledgeable of records management concepts and procedures to assist with data entry and records inventory

Harper Community College Police Department Palatine, IL; (Aug 2008-2011)
Community Service Officer

- LEADS Certified and reviewed any preliminary information available
- Assisted in enabling new training procedures to facilitate quicker training methods
- Collected and validated information used to initiate cases
- Interviewed complainant(s) and documented the information given

US Navy Pearl Harbor, HI; (2002-2005)
MAA (Master-at-Arms) Kings Bay, GA; (Sept 2005-2007)

- Involved in security operations integrated with Critical National Assets
- Bike patrol night shift supervisor
- Helped initiate new training methods to enhance OJT (On the Job Training)
- Conducted preliminary investigations of criminal offenses and traffic accidents using distinctive methods and techniques to obtain information

COMPUTER SKILLS: Microsoft Office: Word, Excel, Access, and PowerPoint; Experience with CRM software systems; Experience with programming software applications - Visual Basic, Object-Oriented Systems(C#), SQL; Data Modeling with UML diagrams, worked within SAP (Hana, ERP, Bus Obj)

REFERENCES: Available upon request