

John O'Neal

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EDUCATION

Iowa Lakes Community College

Aug 2022 - July 2024

Associate of Applied Science (AAS) in Computer Programming

Estherville, IA

Associate of Applied Science (AAS) in Business Administration & Management

Associates of Arts

Associates of Science

- Expected graduation: July 2024
- Dean's List: Fall 2022, Spring 2023, Spring 2024 (4.0 term GPA)
- Cumulative GPA: 3.57
- Courses: Computer Science; C++; Web Development; Database & SQL; Hardware Basics; Networking

SKILLS, PROJECTS, & CERTIFICATIONS

- **Programming & Development:** .NET; C#; C++; Kotlin; Git; MySQL; HTML; CSS; JavaScript; WordPress
- **Skills:** Hardware/IT; Windows; macOS; Networking; Trello; Google Suite; Microsoft Office; QuickBooks
- **Projects:** Designed, built, and maintained 3 informational and e-commerce WordPress sites for non-profits
- **Certifications:** BBI Bicycle Assembly & Maintenance; CCAR Recovery Coach Academy for Young People

WORK EXPERIENCE

The Okoboji Cyclist

Feb 2022 - Present

Bicycle Mechanic

Milford, IA

- Succeeded in selling, repairing, and assembling bicycles, ensuring high-quality service and customer satisfaction.
- Optimized revenue streams by establishing and managing an eBay store, with monthly sales exceeding \$12k.
- Utilized self-directed training to enhance proficiency in technical skills, showcasing a commitment to continuous learning and development.

Kooima Lakes Service, Inc.

Sep 2020 - Feb 2022

Operations Manager

Milford, IA

- Promoted to Operations Manager in 4 months, demonstrating leadership, adaptability, and rapid learning ability.
- Developed an ownership mindset, bringing accountability, reliability, vision, and passion to every decision.
- Implemented a modern sales tracking pipeline and designed an inventory control system leveraging technology, yielding a 375% annual sales growth and reducing inventory loss by 70%.
- Entrusted with all office operations, including payroll and outbound check and credit card payments.
- Communicated effectively internally and externally to provide excellent customer service.

Camp Okoboji - LCMS

Jun 2018 - Sep 2020

Building and Grounds Maintenance

Milford, IA

- Executed routine maintenance tasks and larger projects, ensuring a safe environment for guests and staff.
- Introduced proactive measures to address issues, minimizing downtime and enhancing operational efficiency.
- Effectively trained and guided volunteers and temporary workers, demonstrating strong communication and leadership abilities in a team setting.

Okoboji Expedition Co.

May 2016 - May 2018

Bicycle Mechanic

Okoboji, IA

- Maintained a clean, organized, and customer-friendly shop environment, highlighting attention to detail and customer service skills.