**Derek J. Mulhausen**

[**https://www.derekmulhausen.com**](https://www.derekmulhausen.com)

**Introduction**

By way of introduction, Derek Mulhausen has more than 20 years of experience using technology to analyze data over multiple platforms. He is an IT professional with extensive customer service experience working in both hardware and desktop support. He has exposure to multiple data analytics tools including Minitab, Crystal Reports, and SQL. He has also applied data analytics principles to create reports through VBA scripting. Derek uses the knowledge that he has gained in previous positions to customize processes to make companies more efficient. He has organizational management education and has applied this knowledge to serve on a team to change the culture to improve innovation in an international organization.

**Technical Skills**

**DATA ANALYTICS:** SQL Server, PostgreSQL, VBA, Tableau, PowerBI, Data Modeling, Data Mining, Data Visualization, Statistics, SAS, Predictive Modeling

**PROJECT MANAGEMENT:** Technical Writing, Risk Management, Risk Planning, Project Scheduling, Project Budgeting, IT Consulting, System Development Life Cycle, Systems Analysis, Systems Design, Human Computer Interaction

**GENERAL MANAGEMENT:** Lean Philosophy, Organizational Development, Organizations Management, Management Theory

**SOFTWARE:** Application Hardening, Software Installation and Administration, Software Development, Software Process Modeling,

**APPLICATIONS:** Microsoft Office Suite, Microsoft Project, Microsoft Visio, Microsoft Publisher, Microsoft SQL Server, Microsoft Exchange Server 2013, Microsoft Visual Studio, Oracle VirtualBox, Eclipse, VMware, CPanel, VS Code

**OPERATING SYSTEMS:** Windows XP/Vista/7/8.1/10, Linux Ubuntu/Mint/Kali, FreeBSD, AS 400, Mac OS, Android, iOS

**LANGUAGES and FRAMEWORKS:** Node.js, Express.js, jQuery, HTML5, CSS3, React, SQL, JavaScript, SCSS, VBA, VB, Python, R, Assembly

**OTHER SKILLS:** Telecommunications, Foreign Language(Spanish), Mentoring and Training, Public Speaking, Negotiation, Sales and Marketing, Bulk Mailing Software and USPS regulations

**Professional Experience**

**Software Developer 12/2018 to 08/2022**

**DuraTech Industries, Inc.** – La Crosse, WI

* Created internal applications using Node, Express, HTML5, CSS3, JavaScript, and jQuery
* Supported Database operations by creating tables and maintaining permissions as needed
* Used Visualcron to create custom automations for various reporting.
* Created customer database integrations through VBA for use in reporting.

**Senior Technical Support Engineer 07/2018 to 10/2018**

**Quadient** – La Crosse, WI

* Worked as an expert in the postal software offered by Quadient and an expert in general US postal knowledge
* Utilized diverse software platforms and troubleshot complex issues
* Created knowledgebase articles for use both internally and externally

**Technical Support Representative 12/2015 to 07/2018**

**Kaplan Professional Education** – La Crosse, WI

* Wrote VBA scripts to automate reporting
* Worked with the Editorial team to create page numbering software
* Created a training program to teach others to program in VBA
* Worked with students to use Kaplan Professional’s software

**Route Sales Representative 12/2011 to 12/2015**

**Schwans Home Service** -- West Salem, WI

* Achieved the highest ticket average in the depot on two consecutive routes
* Created a web based application for the use of coworkers to track pay
* Maintained DOT required training and certifications

**Customer Service Representative 10/2010 to 07/2016**

**Expert Global Solutions(now Alorica) –** La Crosse, WI

* Served as a mentor to assist representatives
* Received supervisor calls
* Educated customers how to get the most out of their equipment and calling plans

**Education**

Western Governors University 05/2019 to 06/2021

Master of Science in Data Analytics Competency Based

Purdue University Global 03/2016 to 2/2018

Bachelor of Science in Information Technology 3.63 GPA

**Certifications**

SAS Certified Specialist: Base Programming Using SAS 9.4 SAS

December, 2020

JavaScript Algorithms and Data Structures freeCodeCamp

June, 2020

Responsive Web Design freeCodeCamp

October, 2018

**Honors Earned**

Eagle Scout Gateway Area Council – Boy Scouts of America

Presidents List(6 terms) Kaplan University

**Public Speaking**

Tips from the trenches for working with users THAT TX 2022

Lean/6S at DuraTech 7 Rivers Lean Consortium 2020

Building a Full Crud Application in Excel with VBA and SQL Integration Codemash 2020 Gateway Area Council – Boy Scouts of America

**Volunteer Experience**

Cofounder La Crosse Area Software Developers

Programming Merit Badge Counselor Boy Scouts of America – Gateway Area Council

Digital Technology Merit Badge Counselor Boy Scouts of America – Gateway Area Council

Assistant Scoutmaster Boy Scouts of America – Gateway Area Council /Troop 21&18

Coordinator/Children’s Ministry/Technician positions Living Word Christian Church

Read to Success Great Rivers United Way

Eagle Board of Review Boy Scouts of America – Gateway Area Council

CPR and First Aid Instructor American Red Cross – Scenic Bluffs Chapter

**Extracurricular Activities**

Social Action Theatre University of Wisconsin – La Crosse, WI

Voices in Praise Gospel Choir University of Wisconsin – La Crosse, WI

Tae Kwon Do, Judo, Hapkido Three Rivers Martial Arts Academy – La Crosse, WI