

# Gavin Macdonald

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## » Summary

- Capable of applying customer service concepts towards IT to improve user experience for clients, employees and administration
  - Junior Web Developer able to build a web presence from the ground up – concept, navigation, layout and programming
  - Time Management Skills – Able to Balance Two Jobs, Full Time Student & Club Officer
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## » Education

### **Southern Illinois University Edwardsville**

Pursuing a B.S. in Computer Management Information Systems

Cumulative GPA: 3.02

Edwardsville, Illinois

2019 (Expected)

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## » Technology Summary

### **Operating Systems:**

- Windows(XP, Vista, 7, 8, 10), Mac OS X, Mobile

### **Knowledgeable In:**

- HTML, CSS, JavaScript, jQuery

### **Software:**

- Microsoft Office, NetBeans, BlueJ, Sublime, SmartSheet
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## » Employment History

### **Sam's Club – Glen Carbon, Illinois**

*Cashier, August 2017 – Present*

- Made a 10% increase in sales by the up-selling of plus memberships
- Reduced waiting time for customers by providing quick service
- Inquire about guest experience and resolve any immediate issues

### **Fazoli's Italian Restaurant - Edwardsville, Illinois**

*Associate Manager, May 2016 – Present*

- Managed associates to ensure proper procedures and guidelines were followed
- Improved closing restaurant standard for other associate managers
- Administered new guidelines and procedures for the restaurant
- Influenced struggling associates to find a position more suited toward them

*Associate Trainer, June 2015 – May 2016*

- Trained new coming associates to follow existing guidelines and procedures
  - Critiqued other veteran associates for future performance
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## » Activities

### **Club Treasurer | SIUE E-Sports Club, January 2017 – Present**

- Developed and implemented cash management system for the E-Sports Club
- Identify and develop innovative strategies for increasing income and club spending

**Association of Information Technology Professionals | Club Member, August 2017 – Present**