

Gunnar Yonker

gunnaryonker@gmail.com ❖ (715) 297-1349 ❖ Mosinee, WI

WORK EXPERIENCE

Wausau Supply Company

March 2024 – Present

Helpdesk Level II

Weston, WI

- Provide first-rate technical support to users, effectively resolving IT issues and requests using Zendesk within established service level agreements.
- Utilized support tools, remote access, and internal documentation to identify, reproduce, and resolve technical issues promptly and efficiently.
- Supported Windows 10, OSX, and iOS platforms, as well as Microsoft Office 365 applications.
- Engaged in long-term IT projects outlined by special project charters, contributing to the enhancement and optimization of IT infrastructure and services.

D.C. Everest School District

Aug 2022 – Present

JV1 Boys Soccer Head Coach

Weston, WI

- Developed and implemented daily training sessions to enhance team performance and address areas of improvement.
- Coached and mentored players to foster personal growth and leadership skills both on and off the field.

Chr. Hansen

June 2021 – Sept 2021

Assistant Application Scientist

Wausau, WI

- Collaborated with internal scientists and cross-functional teams to execute Product Development projects in a timely and efficient manner, utilizing Salesforce to define project parameters.
- Conducted experimental testing in accordance with Standard Operating Procedures (SOPs) and recorded results accurately in applicable protocols and databases.

EDUCATION

University of Wisconsin-Whitewater

May 2022 – Dec 2023

Master Of Science Graduate Degree, Cybersecurity

Online

- Security Engineering Emphasis
- 4.0 GPA
- Java and Python coding experience
- Coursework dealing with the NIST Framework and Information Security along with Cryptography Applications
- Familiar with Powershell/Bash scripting in Windows/Linux environments

University of Wisconsin-Madison

2018 – Dec 2020

Bachelor of Science Undergraduate Degree, Biochemistry

Madison, WI

- Officer for National Society of Collegiate Scholars club, American Medical Student Association Club Member
- Dean's List Senior Year

SKILLS & INTERESTS

- **Cybersecurity Proficiency:** Knowledge in threat detection and incident response procedures, with expertise in security technologies and solutions.
- **Analytical Thinking:** Advanced critical thinking for threat analysis and proactive risk mitigation.
- **Continuous Learning:** Committed to ongoing professional development and staying updated on cybersecurity trends.
- **Effective Communication:** Strong verbal/written skills for collaboration and incident documentation.
- **Team Collaboration:** Proven ability to work effectively in cross-functional teams.
- **Commitment to Excellence:** Dedicated to maintaining secure infrastructure and exceeding performance standards.
- **Microsoft Applications:** Familiar with Microsoft Azure, Microsoft Defender, Microsoft Intune, and Active Directory Domain Services.