

Keri Gagnow

Twin Cities, MN | linkedin.com/in/keri-gagnow | github.com/KeriGagnow

EDUCATION

University of St. Thomas, Saint Paul, MN

Expected Graduation: *Spring 2027*

B.S. in *Computer Science*, Minor in *Data Science*

EXPERIENCE

ITS Senior Student Technician

Jun 2024 – Present

ITS, University of St. Thomas

- Resolved 15+ Multi-Factor Authentication (MFA) and password issues per week
- Successfully recover compromised email accounts and provide security support to phished users

Service Desk & Desktop Support Intern

Jun 2023 – Aug 2023

ITS, University of St. Thomas

- Streamlined the campus hardware refresh cycle by replacing 300+ computers and providing technical aid to over 100 employees
- Performed daily audio/visual and hardware checks for over 20+ classrooms
- Executed secure data migration procedures and provided tier-1 hardware troubleshooting

ITS Student Technician

Jun 2021 – Jun 2024

ITS, University of St. Thomas

- Provided support for platforms including Canvas and Office365, resolving 75%+ of user issues
- Managed a high volume of password resets and provided effective application support

ENGAGEMENT

Treasurer

Dec 2025 – Present

Computer Science Club, University of St. Thomas

- Manage club finances, budgeting, and event funding
- Club auditing through Student Affairs

Member

Feb 2024 – Present

Computer Science Club, University of St. Thomas

- Participated in coding competitions, hackathons, and mini group projects

PROJECTS

- **Sustainability Quiz:** Developed a fun Java game that tests knowledge on sustainability
- **Mental Health Analysis:** Developed a research project that focuses on mental health among college students in India using R and Tidyverse packages

SKILLS

- Development & Data Languages: *Java, Python, Kotlin, R*
- Data Analytics: *Regression Analysis, Multivariate Analysis, Data Mining/Machine Learning*
- Technical Support & OS: *Office365, Canvas, OneDrive, Windows, macOS*