Management Information Systems

NUWANGA WANAGURU

(248)-679-6701
nuwanga.wanaguru@gmail.com
www.nuwangawanaguru.com
29075 Heritage Ln, Southfield MI 48076

Summary

Highly motivated and detail oriented, I am searching for a full-time position in the business IT field to further expand my skills and experience while enhancing the company's productivity and reputation.

Education

BS MANAGEMENT INFORMATION SYSTEMS - Michigan Technological University   Expected Fall 2018

Student Enterprise IT Oxygen
Society of Hispanic Professional Engineers (SHPE) Vice President 2015

Internship Experience

DESKTOP SUPPORT – Lake Trust Credit Union - Brighton, MI   Summer 2018

- Lake Trust Credit Union is one of the top 10 credit unions in Michigan with over $1.9B in assets
- Completed three branch PC refreshes, inventory management, and pre-deployment preparations
- One-on-one support to staff, worked with IS engineers to resolve major issues
- Performed remote support, group policy administration, inventory management, patch management, and security compliance
- Reported to CEO and leadership about my impact on the company and community

DATA ANALYST – The Senior Alliance (TSA) - Wayne, MI   Summer 2017

- TSA is a non-profit 501(c)(3) agency that provides a network of services to senior citizens
- Was tasked with a project of creating a dashboard that incorporated bits of relevant data from each department. Collected data through SQL queries and consulting with different departments. Worked with Microsoft Excel, Access and Oracle databases
- Got hands-on experience working with large data with over 10 thousand rows and columns

IT OPERATIONS – Michigan Tech - Houghton, MI   Fall 2016

- MTU IT handles over 500 tickets weekly with a small, experienced team of students
- Provided diagnostics, timely repairs, and imaging on desktops and laptops along with detailed documentation
- Handled recycling of over 300 computers, parts and physical destruction of bad hard drives
- Windows, Mac, and Linux imaging using respective industry standard software

DESKTOP SERVICES TECHNICIAN/DATA ANALYST – StandardAero - Cincinnati, OH   Summer 2015

- StandardAero is one of the largest maintenance and repair companies in the aerospace industry with over 6000 employees
- Worked with a small team that supported over 400 employees
- Performed data migration, diagnostics, trained and supervised other interns. Mass factory wide desktop/laptop refresh of over 300 PCs, Hardware/Software support, Electronics recycle and donations
- Major SQL project for director of IT, automated the process of giving clients quotes on specific repairs and engine parts by pulling data off central servers to a local onsite server for faster-querying speeds
- Searched over 10,000 different parts and processes, estimating the time and costs for each
- Reduced wait times by over 90% for customers
- Designed an interactive UI for the client to use though Access

Projects

UP PORTAGE HEALTH – IT Oxygen - Houghton, MI   2017-2018

Worked with a flexible, skilled team of five. Created a scheduling program for UP Health System Marquette which is used by doctors, nurses, and physicians across the state to schedule 20,000+ annual telemedicine appointments. Worked on bring the application up to security standards while simplifying the back-end software

Skills

Data Analysis
SQL querying, Data Cleaning, Database setup
Dashboarding, Trifecta, Tableau
Programming
Java, C, HTML, JavaScript

Microsoft Office
VBA, Access, Extensive knowledge of
Microsoft Suite, Visio diagrams and
flowcharts, Excel functions and formulas,
Excel data modeling and analysis

IT Services
Desktop/Laptop/Cell Phone Repair and
assembly, Documentation, AD, SCCM
Systems Analysis
System Development Lifecycle, Scrum, Agile