

Spencer Hawkins

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EDUCATION

University of Colorado Boulder

Bachelor of Applied Computer Science

Boulder, CO

Relevant Coursework: Information Visualization, Intro to Data Science with Probability & Statistics, Data Mining

WORK EXPERIENCE

U.S. Air Force Academy Association & Foundation

June 2024 - Present

Engagement Programs Manager

Air Force Academy, CO

- Utilize Microsoft Excel to clean and import all event and engagement data for the organization into our constituent database.
- Track and visualize our event registrations using Excel and Tableau and present these insights to the Senior Leadership Team to inform decision making.
- Create and administer surveys for our local USAFA Chapters to assess engagement and inform what programs will lead to more graduates staying connected.
- Serve as a collaborative member of a cross-functional team collecting and interpreting data from our events and engagement practices in order to maximize donor giving and constituent participation.

Kawa Coffee

January 2023 - June 2024

Barista Manager

Colorado Springs, CO

- Cultivate a comprehensive training program for barista development covering everything from customer interaction, specialty espresso drinks, and basic cleaning tasks.
- Work with the barista team to continually develop new work practices and products to drive sales and customer engagement using past sales data and metrics, focusing on creating repeat customers.
- Create a memorable experience for our customers through hand-crafted coffee and excellent customer service.

Paoli Peaks Ski Resort

September 2014 - March 2022

Assistant Snowmaking Manager | 2021-2022

Paoli, IN

- Coordinated snow making activities using historical data to inform decisions that led to a 25% increase in efficiency throughout winter.
- Managed the team of snowmakers during the night shift, ensuring to track proper hours and utilize employees time in the most efficient way.

Ski and Snowboard Instructor | 2014-2021

Paoli, IN

- Delivered a high quality lesson to every guest, emphasizing safety and fun on the mountain.
- Stepped up in other roles where needed, including swinging chairs and scanning lift tickets.

YMCA Camp Piomingo

May 2016 - August 2019

Unit Leader - Camp Crafter Teen Program

Louisville, KY

- Led the two-week overnight camping program for 13-16 year olds facilitating outdoor enjoyment and education.
- Responsible for the scheduling and evaluations of six staff members.
- Assisted in individual conflict resolution and behavior management with staff and campers while maintaining confidentiality of sensitive matters.

SKILLS & INTERESTS

- **Skills:** Tableau, Power BI, Python, SQL, data visualization, Microsoft Excel, Canva, communication
- **Interests:** Biking, hiking, backcountry snowboarding, coffee, New York Times Mini crossword