

Patrick Heil

Senior Computer Science student. Graduating in May 2023

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EXPERIENCE

Coinflip ATMs, Chicago IL— *Customer Support*

June 2020- November 2021

Troubleshoot, resolved or escalated technical issues based on customer or associate's needs.

Interviewed clients to obtain vital case information and support associates.

Documented conversations with customers to track requests, problems and solutions.

Upheld high standards of customer services by responding to inquiries, needs and problems.

Maintained strict KYC/AML compliance policies

Navistar, Lisle IL— *IT Intern*

June 2022- August 2022

Worked on a software development team

Documented API calls to external client systems

Developed front end pages for internal software

Gained experience with agile development, and the scrum development cycle

Documented a legacy database for it's replacement system and assisted with the transition

EDUCATION

Miami University, Oxford OH — *Computer Science*

Class of 2023- Current Senior

PROJECTS

Personal Website- patrickheil.com

REFERENCES

- Vasken Hajakian : vhajakian@navistar.com
- Dr. Bhunia : bhunias@miamioh.edu
- Tom Grohman : tgrohman@coinflip.tech

SKILLS

- Good with teams
- Job experience working in agile development
- Experience with Jira ticketing system

AWARDS

- RedHawks Scholar at Miami University
- Eagle Scout

PROGRAMMING LANGUAGES

- Python
- C++
- Java
- HTML/CSS
- SQL

CERTIFICATES

- [*Technical Support Fundamentals*](#) by Google Career Certificates