Patrick Heil

Experienced IT support representative

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EXPERIENCE

Navistar, Lisle, IL — *IT Internship*

June 2022 - August 2022

-Worked on an Agile development team making sales tools.

-Gained experience working with external APIs.

-Documented legacy database.

Coinflip ATMs, Chicago, IL — *Customer Support*

June 2020- November 2022

-Troubleshot, resolved, or escalated technical issues based on customer or associate's needs

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

-Maintained strict KYC/AML compliance policies.

EDUCATION

Miami University , Oxford OH— *Computer Science*

August 2019 - June 2024

Current Senior, finishing the degree remotely.

PROJECTS

Weather app— *Web Development /API work*

This tool returns the weather for a user's searched location for the following week, using the TomTom api for its address searching, and the OpenWeather API for weather conditions.

Satellite Project — *Web Development /API work*

Using the NASA Worldview API this tool accepts a user's entered city/address and returns 3 satellite imagery links : a weather radar image, a night view, and a clear view.

SKILLS

-Good with teams

-Experience coding in Java,Python, and C++

-Experience with web server management

CERTIFICATES

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

AWARDS

-**Eagle Scout**

-**Miami RedHawks Scholar**

LANGUAGES

-English

REFERENCES

● Vasken Hajakian, Manager at Navistar
vhajakian@navistar.com

● Dr. Bhunia, Computer Science Professor at Miami University
bhunias@miamioh.edu