

## Pat Heil

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### Education

**Miami University**  
Bachelor's of Computer Science

**Oxford, OH**  
2019-2024

### Experience

**Specialty Rolled Metals**  
**Freight Coordinator**

**Carol Stream, IL**  
July 2024– Present

- Planned negotiated and booked freight shipments around the country
- Forecasted daily production schedule for CTL & CNC machines.
- Authored training material for SRM tasks important to the logistics team.
- Coordinated with freight brokers/carriers to ensure delivery

**Coinflip ATMs**  
**Customer Support Representative**

**Chicago, IL**  
May 2020– Nov 2021

- Troubleshoot, resolved, or escalated technical issues
- Upheld high standards of customer services by responding to inquiries, needs and problems.
- Maintained strict KYC/AML compliance policies.

### Leadership & Activities

**Boy Scouts of America**  
Eagle Scout

**Mt. Prospect, IL**  
August 2012–December 2018

**PC Repair Club**  
Club Member

**Oxford, OH**  
September 2022 - May 2023

### Skills & Interests

**Technical:** R, SQL, Javascript, HTML & CSS, C++

**Language:** English

**Certifications:** Google IT Support Professional 2024