

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