

Patrick Ward

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1202 Wales Ct., Shorewood, IL 60404

Experiences

June 2022- August 2022

National Retail Federation/ IT Intern

Washington, D.C.

Assisted in transferring over data to a new database. Cleaned up data from the old database so that it could be used in the new database. Provided day-to-day IT support for full-time staff. Worked on streamlining technology within the office by finding solutions to existing technological problems. Worked with onboarding new employees and adding them to our domain. Collaborated with full-time staff on special projects

May 2023-August 2023

Alticor/ Scrum Master Intern

Ada, MI

Served as the Scrum Master for the software development team. Aided developers with blockers so they could continue their work. Led Scrum ceremonies in-person and remotely. Created a new interface tracking database action items to help aid our team in reaching target release dates on time. Worked with developers on bug tickets in test environments before production.

August 2021-Current

University of Dayton IT Service Center(UDit)/ Call Center Lead

The University of Dayton, Dayton, Ohio

Working as the Call Center Lead at the University of Dayton IT Service Center. Help over 11,000 students, faculty, and alumni with technology issues that they are experiencing. Responsible for the employees of the call center and the service that they provide to customers. Perform daily auditing and stats on employees within the center to help improve operations and efficiency.

Education

August 2020-May 2024

University of Dayton/ B.S.B.A.

Currently attending the University of Dayton in Ohio. Enrolled in the Honors Program while majoring in Management Information Systems(MIS), as well as a minor in Computer Information Systems(CIS) in the School of Business Administration with a current cumulative GPA of 3.907.

August 2016- May 2020

Minooka Community High School

Attended Minooka Community High School for all four years of high school. Graduated with a class rank of 18 out of 697 students being in the top 2.5% of students.

Skills

- Experienced with Jira Software
- MySQL
- Team-oriented vision
- Visual Basic for Application Programming within Excel
- Java
- JavaScript, CSS, and HTML Experience