

Mario Rodriguez

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Education

St. Olaf College

Northfield, MN

Bachelor of Arts - Mathematics and Computer Science; GPA: 3.8

Sep 2021 - May 2025

Courses: Intro to Data Structures in C++, Hardware Design, and Software Design

Skill Summary

- **Languages:** Java, Python, C, C++, C#, Assembly
- **Tools:** Git, MySQL
- **Platforms:** Linux, Windows, Raspberry Pi, AWS, Microsoft 365
- **Soft Skills:** Project Management, Time Management, Communication, Self Learning, Problem Solving

Experience

St. Olaf College IT Helpdesk

Northfield, MN

Helpdesk Helper

Sep 2022 - May 2023

- Assist users with technological issues and provide solutions, to allow users to continue regular responsibilities
- Meditate users' requests for software and hardware installations, to provide necessary services
- Monitor and respond to online chats from users requesting assistance, to quickly resolve issues being experienced

Bon Appétit St. Olaf

Northfield, MN

Stav Employee

Sep 2021 - May 2022

- Maintained high levels of customer service during high-volume and fast-paced periods of operation
- Followed procedures to ensure the safe preparation, presentation, and consumption of food
- Clearly communicated with coworkers and management to ensure quality customer service through teamwork

Baxter International Inc.

Deerfield, IL

IT Intern

Aug 2017 - Aug 2021

- Developed bots to help automate repetitive tasks to improve productivity
- Designed ticketing system using Microsoft Power Apps and SharePoint
- Curated reports tracking certain measurements from service tickets
- Resolved 5 to 8 service tickets daily to provide other employees access to different business applications for daily tasks
- Built Web Applications using Java HTML, CSS, and JSP