

# John Veenstra

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## Education

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### University of Minnesota

*Curtis L. Carlson School of Management*

Bachelor of Science in Business

Major: Management Information Systems

**GPA 3.5**

**Minneapolis, Minnesota**

December 2017

## Work Experience

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### University of Minnesota Bookstores

*Information Systems Assistant*

**Minneapolis, Minnesota**

Dec. 2016 – Present

- Collaborate with eight departments and four stores to incorporate their needs into storewide projects
- Utilize my communication skills to mentor new student cashiers and IS assistants in preparation for peak sales seasons
- Troubleshoot register, PC, or service problems while improving customers' experiences
- Update IT asset logs in Excel and store databases, eliminating 70% of out-of-date entries

*Customer Service Associate*

Jul. 2016 – Present

- Improve error correction processes for managers, including over 15 account adjustments per month
- Solidify cross-functional skills by helping other departments with overdue, multi-step tasks
- Engage customers in a friendly manner, and provide important course and bookstore information
- Guide customers, particularly those who are nervous or disabled, through the checkout and return processes.

## Volunteer Experience

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### Science Museum of Minnesota

*Activate Program Volunteer*

**Saint Paul, Minnesota**

Oct. 2014 – Present

- Adapt hands-on science and technology exhibits to multiple visitors' needs simultaneously
- Develop instructions and content in response to last-minute exhibit changes

## Skills

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**Microsoft Visio, Project, and Access**

**SQL Databases, Information Security, and SAP**