

Ashlee Grady

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EDUCATION

Indiana University, School of Informatics and Computing, Bloomington, IN
Bachelor of Science in Informatics, GPA 3.77/4.00, Hutton Honors College
Cognate: Business, Minor: Computer Science

May 2020

EXPERIENCE

Apple – Bloomington, IN

July 2017 – Present

AppleCare College Advisor

- Provided technical support for iPhone, iPad, iPod, Apple Watch, and account security
- Multitask across multiple systems and applications to analyze and resolve complex technical issues
- Provided feedback on internal tools and software for employee improvements

Kelley School of Business- Bloomington, IN

August 2017 – Present

Computers in Business Peer Tutor

- Assisted in a 30-student classroom to facilitate questions regarding the use of Microsoft Access and Excel to ensure class time was maximized
- Clarified students understanding of data analysis using technology with a focus in business strategy

The Bridgewater Club – Carmel, IN

February 2016 – August 2016

Hostess, Food Runner, & Server

- Collaborated with peers to plan and organize server sections and seating guests
- Managed the quality and efficiency of the food delivery for customers while ensuring accuracy
- Followed up with guests to ensure that they received a great customer experience

St. Vincent's Hospital – Carmel, IN

August 2015 – August 2016

Student Intern

- Observed 5+ surgeries a week under the Chief of Anesthesiology, gaining insight into different medical skills
- Developed critical analysis skills while working through various patient cases
- Assigned case studies to develop and improve problem solving skills

ACTIVITIES

Product Management Club at Indiana University – Bloomington, IN

September 2017 – Present

Vice President

- Co-created a community of 30+ IU students to promote communal learning about product management roles/skills
- Lead the development of a product management website to inform non-IU students about product management

MEDLIFE at Indiana University – Bloomington, IN

October 2016 – Present

Student Volunteer

- Traveled to Lima, Peru to assist doctors in providing medical services to low-income families, 100+ patients/day through general medicine, dentistry, ob/gyn, and pharmacy services
- Learned the importance of a safe evacuation route and provided labor for the construction of a new staircase in order to obtain land rights from the government, running water, and electricity

Center of Excellence for Women in Technology - Bloomington, IN

February 2017 – Present

Student Member

- Attended conferences and networking events with potential employers
- Gained insight into the importance of women in technology across all majors, programs, and industries

SKILLS

Technical: HTML/CSS, Python, JavaScript, Microsoft Word, Excel, Access, & PowerPoint

Other skills: Communication, Strong Work Ethic, Collaboration, Time Management, Team-Oriented