

Avery Wiehe

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EXPERIENCE

UPS — Operations Management Supervisor

July 2020 - PRESENT

I helped to create a new night shift with an entirely new crew of employees in one of the eight sections of the building. Clear, succinct, and precise communication with multiple sections of the building via phone and radio is required at all times. I frequently work with plant engineers to address any equipment that needs to be tended to by identifying and describing the problem, and following up on any changes they needed to make as necessary. Securing this third shift job has allowed me to focus more on school and honing my programming and systems administration skills with home projects, as well as allowing me to be there for my family during this pandemic.

Blair Technology Group — Software Developer / Production Specialist

February 2018 - July 2020

I spent time across various sister companies within Blair Technology Group coordinating changes to production and internal systems that were requested by upper management. I was the lead programmer and systems administrator for one of the sister companies before it was indefinitely halted for renovations, and was also the person of contact for ensuring data availability and application uptime for that location. Afterwards, I was placed within a team of programmers at another sister company within Blair Technology Group. At times (especially in the beginning of my employment) I would help directly with production, refurbishing computers, printers, and laptops.

Citibank — Customer Service Representative

August 2016 - January 2018

I assisted customers with credit card accounts, requiring a broad understanding of pertinent and very frequently changing industry standards and regulations. Significant time was spent on documentation of changes to accounts, interactions with customers, and how time was managed personally in addressing their issues.

EDUCATION

Northern Kentucky University — Bachelor of Science: Computer Science

MONTH 2017 - PRESENT

Gateway Community & Technical College — Computer Information Technologies

MONTH 2016 - MONTH 2017