AUSTIN CORNELL
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EDUCATION

Kelley School of Business, Indiana University, Bloomington, IN May 2022
Master of Science in Information Systems; *Enterprise Risk and Security Management* GPA: 3.7/4.00

Luddy School of Informatics, Indiana University, Bloomington, IN May 2021
Bachelor of Science in Informatics; Major: Informatics GPA: 3.75/4.00
- Dean's List, 4 semesters
- Chair, Luddy Ambassadors (2019 – 2021): Programmed and led team meetings and presentations to prospective students
- Capstone Experience (2020 – 2021): Discussed, designed, and implemented a full stack information system for non-profit Cromosoma, who brings small businesses into the digital realm
- Research Study (2019): Obtained data and feedback from users beta testing the Careband wearable device while assessing their functionality in rural areas

EXPERIENCE

Indiana University, Bloomington, IN August 2019 – August 2022
Assistant Instructor (12 hours/week)
- Oversee and instruct approximately 60 students in an introductory informatics course, each semester.
- Record, assess and promote student progress throughout Python, HTML, and SQL units.
- Identify individual and collective learning needs and deliver instruction designed to capture interest and maximize learning.

STANLEY Security, Indianapolis, IN May 2021 – August 2021
Product Management Intern
- Oversaw and implemented app-usage data collection by utilizing the Segment platform.
- Supervised mobile app deployment into U.S. markets and web app deployment in Europe.
- Created marketing materials for app store deployments by using Figma to render visuals.

Apple Inc., Greenwood, IN May 2019 – October 2019
Technical Support Advisor (Remote)
- Listened, adapted, and formulated plans to solve complex customer challenges.
- Documented and accessed records efficiently to help customers reach a timely solution.
- Developed overarching strategies and team-based training to improve the performance of other coworkers.

Best Buy Inc., Bloomington, IN June 2017 – July 2019
Sales Associate (25 hours/week)
- Provided exceptional customer service by solving problems and finding appropriate products to meet specified needs.
- Hit highest marks for customer satisfaction, sales, and productivity per hour.

TECHNICAL
- Tools/Environments: Microsoft Access, Microsoft SharePoint, Segment, Azure DevOps
- Programming: JavaScript, SQL, HTML/CSS, Python, Java, PHP