

# Bennett DeGeorge *IT Support Professional*

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## 🎓 Education

**Bachelor's of Science**, *University of Wisconsin-Whitewater*

I received hands-on experience working in multiple coding languages and implementing a multitude of projects in various styles. Through my later years I had a lot of practical IT work through on-site labs and practice, as well as penetration testing on systems to better understand cyber-security.

09/2018 – 05/2023  
Whitewater, WI

## 📁 Professional Experience

**Customer Support Engineer**, *MSI Data LLC*

2023 – Present  
Milwaukee, WI

- Enhanced problem-solving skills to effectively assist customers.
- Applied tools like SSMS, SUMO, and Grafana to thoroughly investigate a range of issues.
- Acquired knowledge of operating within a professional setting.
- Gained experience with multiple ERPs through diverse methodologies.

**Code Sensei**, *Code Ninjas of Brookfield*

2022 – 2023  
Brookfield, WI

- Lead summer camps in varying different coding languages. I taught various ages of kids ranging from as young as 5 to the oldest being 14.
- Oversaw and advise kids on various game coding activities in varying degrees of difficulty. Projects would vary depending on the skill level, or "belt" of the child.
- Assisted on different projects with languages such as Python, JavaScript, HTML, CSS, Lua, C++, and Scratch.
- Created a productive, inviting, and inclusive classroom environment.

**Sales Associate**, *US Cellular*

2015 – 2021  
Pewaukee, WI

- Developed people skills, learned through selling phones/plans to customers.
- Helped hundreds of customers with varying problems, allowing me to develop and grow my problem solving abilities.
- Learned how to better dissect customer problems into easier to manage pieces in order to better understand the issue and how to help.