Colleen Feola

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EDUCATION

University of Michigan - School of Information   **Ann Arbor, MI**
Bachelor of Science in Information – Specializing in Information Analysis   *May 2018*
- GPA 3.748/4.00

WORK EXPERIENCE

Blue Cross Blue Shield of Michigan   **Detroit, MI**
IT Intern   *May 2017 – August 2017*
- Communicated and collaborated with the business to develop technological solutions for existing business problems
- Participated in Group CRM Implementation with Salesforce using Agile methodology
- Participated in User Story Documentation

University of Michigan - Human Resources Department   **Ann Arbor, MI**
Work/Life Resource Center Intern   *January 2016 – Present*
- Create, distribute, and analyze surveys to assess the productivity of services offered by the UM Human Resources Department
- Prepare and present summaries and analyses of survey data, including tables, graphs, and reports that describe survey techniques and results

University of Michigan - North Campus Children's Center   **Ann Arbor, MI**
Summer Camp Teacher   *June 2016 – August 2016*
- Educated and supervised students in the use of equipment and materials to prevent injury and damage
- Organized and supervised games, field trips, and other recreational activities to promote physical, mental, and social development

NeuroPain Consultants   **Bloomfield Hills, MI**
Office Assistant   *May 2015 – August 2015*
- Created and updated electronic medical records for patients to ensure efficiency during patient check-in
- Collaborated with data technicians, doctors, and nurses to resolve critical issues weekly

STUDENT LEADERSHIP

Dance Marathon at the University of Michigan   **Ann Arbor, MI**
Information Management Team Co-Chair   *September 2014 - Present*
- Pull, clean, and analyze data weekly about the productivity of the Dance Marathon organization to ensure it is running efficiently to meet fundraising goals
- Delegate similar tasks to team coordinators and oversee that these tasks are being completed properly and efficiently
- Actively volunteer to fund therapies at Motts Children's Hospital and Beaumont Hospital for children with disabilities
- Advocate for respect and equal treatment of those with disabilities

Kappa Theta Pi Professional Technology Fraternity   **Ann Arbor, MI**
Marketing Committee   *September 2015 – Present*
- Actively improving professional, technical, and communication skills for myself and others through the first professional fraternity specialized in the field of technology
- Responsible for marketing Kappa Theta Pi, handling apparel design and orders, and managing social media and photography

SKILLS

- Proficient in Microsoft Offices – Word, PowerPoint, Excel, Outlook
- Experienced with Python, C++, SQL, HTML
- Exposure to Salesforce CRM capabilities
- Developed understanding of Waterfall and Agile methodologies
- Developed critical thinking and problem solving skills
- Enthusiastic about collaborating with others but ready to take the initiative to accomplish set goals