

# Collin Kravig

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## PROFESSIONAL EXPERIENCE

### MODINE MANUFACTURING COMPANY

**IT Operations Intern**, January 2020 – present

- Handle user account creations and terminations in *Active Directory*
- Work in *Cherwell Service Management* to view customer tickets
- Effectively work with team members to increase efficiency
- Personally created automation processes in *Cherwell One-Steps* in combination with *Powershell Scripts* to improve efficiency further for the company

### BEST BUY – GEEK SQUAD

**Geek Squad Agent**, December 2019 – April 2020

- Met with clients to discuss their computer trouble and gave informed advice on how to best proceed in handling their issue
- Was a forward thinker and helped to address any future problems clients were likely to have with their products in the present

### BEST BUY

**Sales Consultant**, November 2017 – December 2019

- Acted as a liaison for customers to help them find their way to the products of interest throughout the store
- Discussed needs with customers to assess their best option and make recommendations for the best product to serve their purpose

## EDUCATION & CREDENTIALS

**Bachelor of Science in Computer Science – Breadth in Digital Art**, UW Parkside, Kenosha WI

**Web Development Minor**, UW Parkside, Kenosha WI

Graduation expected May 2023

**Unix System Administration Certificate | Cyber Security Certificate**

Expected by May 2023

## CORE COMPETENCIES

- |                    |                             |                   |
|--------------------|-----------------------------|-------------------|
| ▪ Active Directory | ▪ Website Development       | ▪ Problem Solving |
| ▪ Scripting        | ▪ Collaborative Team Member | ▪ Virtualization  |
| ▪ Cherwell         | ▪ Help Desk                 | ▪ Servers         |
| ▪ Java             | ▪ Microsoft Office          | ▪ Networking      |