

Cleo Young

Minneapolis, MN
503-410-6573
cleorose@gmail.com
www.linkedin.com/in/cleoyoung/

B.A. from Macalester College, Saint Paul, MN, May 2017
Political Science Major, Critical Theory Concentration
In Progress: M.S. from University of Minnesota, Minneapolis, MN
Master of Geographic Information Science, expected completion Spring 2026

WORK EXPERIENCE

John R. Borchert Map Library, UMN - Minneapolis, MN

Geospatial Metadata Technician (Graduate Research Assistant), August 2024 - present

- Processed geospatial metadata records for the BTAA Geoportal to improve discoverability of maps and support the geospatial research community with collaborative, open-source access to data
- Manipulated data with Excel/Sheets, Python scripts and environments, and custom in-house tools

Communications and Technical Consultant

Self Employed, June 2023 - present

- Created web and marketing content, clarified/executed visions for web presence and scope of services, and designed technical solutions to meet specific needs for multiple independent clients

Project for Pride in Living - Minneapolis, MN

Technical Support Specialist, September 2023 - August 2024

- Provided comprehensive IT support and systems administration for 250+ staff in a hybrid workplace
- Developed and implemented key workflows, including data management, ticketing system use, project/change management, and location and device asset management using Excel spreadsheets
- Configured a SharePoint Online environment to meet the organization's data collaboration needs
- Led end user trainings and created effective documentation for users, technicians, and org leadership

University of Minnesota Office of Information Technology - Minneapolis, MN

Service Desk Consultant, Tier 2 Flex Team, August 2022- September 2023

- Provided Tier 1 and 2 support for University customers via email, phone, chat, and remote tools
- Trained and mentored 5 full-time staff and over 30 student workers; helped revise training processes
- Created & revised high-use technical documentation; evaluated/improved Service Desk operations
- Collected and analyzed data to train and improve the IT Support AI Chatbot on a scaled agile team

Minneapolis College of Art and Design - Minneapolis, MN

Help Desk Specialist, Sept. 2017 - Nov. 2019; Lead Help Desk Specialist, Nov. 2019 - August 2022

- Provided comprehensive onsite desktop/end user support for a community of several thousand users
 - Wrote, updated, and maintained 100+ articles of documentation for both internal and external use
 - Led IT onboarding for all new staff; worked closely with other operations departments to design SOPs
-

VOLUNTEER EXPERIENCE

BTAA Women in Technology Mentorship Program, UMN - Minneapolis, MN

Mentor and Mentee, June 2022 - present

- Participated as both mentee and mentor, building inclusivity, community, and professional competence
- Coached early-career peers in job application and interview strategy and workplace interpersonal skills

Free Geek Twin Cities - Minneapolis, MN

Member of the Board of Directors, Jan. 2020 - March 2021; Volunteer, 2021 - Present

- Designed sustainable e-waste recycling processes to comply with state environmental regulations
- Wrote job listings and led the hiring of seven employees, including the org's first Operations Manager