Craig S. Walker  
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EDUCATION

**DevMountain**

Provo, UT Mar – June 2016

Provo, UT Dec 2015

Provo, UT Oct 2014 - Mar 2016

Midvale, UT Sep 2015 – Jan 2016

Provo, UT Jan 2015 – Aug 2015

Utah County, UT Mar 2014 – July 2014

Bolivia Dec 2011 – Dec 2013

Provo, UT Jan 2014-Apr 2014

*Web Development full immersive*

**Brigham Young University**

*Bachelor of Science in Psychology; Minor in Business Management*

* GPA 3.51/4.00
* Major GPA 3.71/4.00

EXPERIENCE

**Missionary Training Center: IT Service Desk**

*Project Manager – Hardware*

* Responsible for over 5000 assets (computers, servers, iPads, printers, phones, routers, etc.)
* Consistently demonstrated customer service and problem solving skills in high pressure situations
* Trained employees on hardware specs
* Provided 2nd tier technical computer support for over 2500 employees and service volunteers

**inContact, Inc**

*Intern – Team Lead*

* -Best practice evaluation for talent acquisition, compensation, leadership and organizational development, HR business partners, front-line managers, and senior business leaders.
* -Evaluate tools/technology being used in best practices for HR Analytics

**Center for Leadership Solutions LLC**

*Intern - Deliverables Manager*

* Interviewed top leaders from small to mid-size companies about leadership competence
* Analyzed data and defined key leadership competencies

**Drivin Communications**

*Sales Representative*

* Sold subscriptions of Dish and DirecTV to customers door to door
* Improved personal sales techniques and the art of persuasion

VOLUNTEER EXPERIENCE

**The Church of Jesus Christ of Latter-day Saints**

*Volunteer Representative*

* Led up to 30 colleagues for 13 months
* Conducted training meetings and monthly training conferences on time management,

goal setting, self-motivation, and problem solving

**Utah State Hospital**

* Worked with mentally unstable patients in the library

SKILLS & INTERESTS

* Computer Skills: HTML/CSS, JavaScript, jQuery, AngularJS, NodeJS, MongoDB, Client Support, Data Analytics (SPSS), Hardware (Dell and Apple certified)
* Administration Skills: Fluent in Spanish (written & oral), problem solving, training, communication
* Member of BYU Psych association, ISSBRG Consulting, and Esperanto club
* Interests: Music: piano, singing, Athletics: soccer, ultimate frisbee, racquetball
* *Eagle Scout,* Boy Scouts of America