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## Dakota A. Gannon

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### Objective

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To obtain an information systems-related position that will allow me to benefit my employer through excellent attention to detail and dedication to building healthy teamwork relationships.

### Education

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**Northern Illinois University** August 2014-May 2019  
**Bachelor of Science, Operations Management & Information Systems**  
Minors in **Data Analytics & Economics** 3.4/4.0 GPA

### Additional Computer Skills

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- Tableau Software
- Microsoft Suite (Excel, PowerPoint, Word)
- Proficiency in Windows and Mac
- Virus/Malware Removal
- Computer Repairs and Troubleshooting
- Remote Access

### Experience

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#### Menards – Sycamore IL

- **Sales Team Member** August 2018-Present
  - Maintaining & reporting accurate inventory counts
  - Assisting customers in finding products
- **Management Intern** June 2018-August 2018
  - Conducted department meeting
  - Completed 25 hours of management & department training
  - Utilized inventory system

#### Northern Illinois University ResTech – Dekalb, IL

- **Helpdesk Technician** August 2017-August 2018
  - Assisted clients in fixing issues with personal computers over the phone
  - Created, updated, and completed trouble tickets to track progress of issues
  - Performed onsite troubleshooting & repairing on campus
- **Computer Lab Attendant** January 2017-May 2017
  - Assisted students with computer and printing issues
  - Maintained computer lab organization
  - Cleaned computers and did basic troubleshooting

### Commendations

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#### NIU First Year Composition Program, Northern Illinois University

- Presented in the Showcase of Student Writing, earning “Most Realistic Plan” award
- Developed plan to improve NIU’s energy efficiency, including recommendations to change types of lightbulbs used on campus
- Developed teamwork, leadership, presentation, and communication skills