

Dominic Scola | Resume | University of Michigan School of Information - MSI

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Education

UNIVERSITY OF MICHIGAN SCHOOL OF INFORMATION: AUGUST 2017-PRESENT

- Degree Pursued: Master of Science in Information (MSI)
- Specialization: Human-Computer Interaction/UX Research and Design
- GPA: 4.00

SAGINAW VALLEY STATE UNIVERSITY: SEPTEMBER 2015- AUGUST 2017

- Degree: B.A. in Professional and Technical Writing. Minor: Computer Information Systems
- GPA: 3.96
- Honors: Dean's list: Fall 2015, Winter 2016, Fall 2016, Winter 2017

DELTA COMMUNITY COLLEGE: JANUARY 2014 – MAY 2015

- Major: Computer Science and Technology
- GPA: 3.76
- Honors: Delta College President's List: Spring 2014 and Winter 2015, Vice President's List: Fall 2014

MICHIGAN STATE UNIVERSITY: AUGUST-DECEMBER 2013

- Major: Computer Science Engineering
- GPA: 3.79
- Honors: Michigan State University Dean's List: Fall 2013

Experience

INTERN | SVSU USABILITY RESEARCH TEAM | SEPTEMBER 2016-SEPTEMBER 2017

- Started as team member and promoted to intern. Planned, coordinated, and completed usability tests on businesses surrounding the SVSU campus. Collaborated with professors and students to design tests of software and web sites to gain information about user habits, behaviors, and motivations. Gathered test subjects and conducted tests using usability software including Silverback and TechSmith Morae. Wrote usability reports and presented findings, feedback and recommendations to clients.

SUPPORT/TIER 1 TECHNICIAN| HEIDEN TECHNOLOGY SOLUTIONS | OCTOBER 2015-SEPTEMBER 2017

- Started as a student intern and promoted in December 2015. Provided tech support and expertise to various clients including hospitals, health care centers and small businesses. Examined and accessed the IT needs of clients and provided recommendations to solve technology related issues. Built and configured new PCs and repaired broken PCs. Fixed issues with electronic health record software CPSI/Evident including installation, debugging, and maintaining current user base. Designed and implemented a set of internal checklists for technicians and engineers to use.

SHIFT MANAGER | GOODRICH QUALITY THEATERS | JANUARY – OCTOBER 2015

- Worked as a shift manager at the Quality 10 GDX. Regularly supervised employees and directed daily operations of the building. Handled all daily monetary activities including counting cash registers and making nightly bank deposits. Assisted patrons with questions, concerns, or issues. Motivated staff members to complete tasks quickly and trained new staff members on skills needed to perform their duties. Performed maintenance and repairs throughout the building and on equipment. Programmed and scheduled movie projectors to play without issues or delays.

GENERAL STAFF | GOODRICH QUALITY THEATERS | APRIL- OCTOBER 2014

- Worked as a general staff member at the Quality 10 GDX. Regularly interacted with, assisted and made sales to customers in a professional manner. Completed tasks and goals assigned to me with efficiency and completed necessary jobs without being instructed to in order to ease business operations. Practiced suggestive selling and upselling in order to maximize the amount of sales generated per customer.

Skills & Abilities

TECHNOLOGY

- Extensive computer programming knowledge including Python, C++, HTML, CSS, and JavaScript. Proficient in word processing software like Microsoft Word and spreadsheet software like Microsoft Excel. Familiar with both Windows and IOS operating systems. Experience in software and hardware troubleshooting and network configuration. Detailed knowledge of usability testing and user research methods including formal testing, iterative prototyping, and user interviewing. Familiar with usability testing software including TechSmith Morae and Silverback. Experience with mobile app development methods including wireframing, UI design, and prototyping. Familiar with Active Directory and various electronic health record software including CPSI Thrive and Evident.

COMMUNICATION

- Able to communicate to peers, coworkers, or management effectively in order complete tasks and goals. Proficient in Microsoft PowerPoint and delivering presentations to large groups of people. Well-versed in proper business e-mail communication including using professionalism and correct formatting in e-mail. Experienced in technical writing, usually implemented in describing tasks and projects in a step-by-step manner and communicating in standard written English.

LEADERSHIP

- Able to act as a leader in instructing and demonstrating unfamiliar tasks or exercises to peers. As varsity lacrosse captain, was able to effectively lead new players and work with developing new skills quickly. Supervised staff members and oversaw daily operations as a manager at the Quality 10 GDX. Plan meetings, communicate with members, and review proposals for conference as Vice President of Association of Professional and Technical Writers.

Activities and Volunteerism

- **Vice President** - SVSU Association of Professional and Technical Writers: 2016 - Present
- **Research Member** - SVSU Usability Research Team: 2016-Present
- **Volunteer** - Campaign for Andre Borrello for 10th Circuit Court – Saginaw: 2016
- **Member** - SVSU Club Lacrosse Team: 2015-Present
- **Assistant Coach** - Heritage High School JV Lacrosse: 2014
- **Member** – National Honor Society: 2012-2013
- **Captain** – Heritage High School Varsity Lacrosse: 2012-2013
- **Member** – Distributive Education Clubs of America (DECA): 2012-2013

References

- **Graham Bewely**, Tier 2 Technician at Heiden Technology Solutions: **1-800-979-0282**
- **Scott Kowalewski**, Professor of Professional and Technical Writing at SVSU: **989-964-2038**
- **Anthony Coggins**, Global IT Systems Administrator at Burke Porter Group: **989-971-0945**