

# Graham Pfeifer

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## EDUCATION

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**Ohio University** | Athens, OH

Anticipated Graduation: May 2025

*Bachelor of Science in Computer Science with a minor in Business Analytics*

## EXPERIENCE

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**Sherwin-Williams** | Cleveland, OH

May 2024 – August 2024

*Information Technology Intern*

- Managed the Sherwin-Williams Salesforce CRM platform with over 13,000 users
- Monitored and approved IdentityNow requests for new user provisioning and setup in Salesforce
- Resolved ServiceNow tickets related to the Salesforce platform
- Created Jira defect and story cards to assist the Salesforce scrum development teams

**Ohio University IT** | Athens, OH

August 2023 – May 2024

*User Experience Researcher PACE Intern*

- Contributed to an Agile Product team to provide student insight on a new Learning Management System that will affect over 28,000 students and over 1,000 faculty members
- Interacted with Ohio University Students and OHIO IT workers to provide more of the student perspective into Ohio University's technology

**Sherwin-Williams** | Cleveland, OH

May 2023 – August 2023

*Information Technology Intern*

- Configured and developed the Sherwin-Williams ServiceNow platform
- Tested ServiceNow user stories in Jira Zephyr Scale
- Worked on a scrum team in an Agile work environment

**Ohio University IT** | Athens, OH

August 2022 – May 2023

*Ohio University Learning Network Classroom/Help Desk Operator*

- Controlled cameras for Microsoft Teams meetings of lectures at Ohio University
- Managed online classrooms using Cisco Meeting Management and Cisco TelePresence Management Suite

## SKILLS

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**Technical:** C++, CSS, Excel, Git, HTML, JavaScript, Jira, Linux, OCaml, Python, Salesforce, ServiceNow