

Graham Pfeifer

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EDUCATION

Ohio University | Athens, OH

Anticipated Graduation: May 2025

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

EXPERIENCE

Ohio University Office of Global Opportunities | Athens, OH

August 2024 – Present

Salesforce Customer Relationship Management (CRM) System Administrator PACE Intern

- Tracked Office of Global Opportunities advising sessions in Salesforce to ensure proper communication has been followed between advisors and advisees
- Worked with other Office of Global Opportunities employees to assist in improving the Salesforce user experience for all advisors and other employees.

Sherwin-Williams | Cleveland, OH

May 2024 – August 2024

Information Technology Intern

- Managed the Sherwin-Williams Salesforce Customer Relationship Management (CRM) platform with over 6,000 active 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 agile 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

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