

723 Oakland Avenue
Ann Arbor, MI 48104

Hagan H. Surkamer
hhsurk@umich.edu (m) 847-337-9850

1710 North Waukegan Road
Lake Forest, IL 60045

Objective

To obtain a role in the technology or consulting industry to apply skills I have developed in order to make informed and strategic decisions to create and improve business models and processes.

Education

University of Michigan School of Information

Bachelor of Science in Information - Information Analysis
Relevant Coursework: Data Oriented Programming, Data Manipulation
University Honors: Winter 2017, Fall 2017, and Winter 2018

Ann Arbor, MI

April 2019

Major GPA: 3.73/4.0

Accomplishments & Skills

- Proficient in Hard Skills that include Python, Tableau, R, Flask, SQL, and HTML
- Strengths and Soft Skills include Self-Starter, Communication, Project Management, Responsibility, Adaptability, Problem Solving, and Motivating

Experience

Akamai Technologies, Inc.

Web Strategy and Operations Analyst

Cambridge, MA

Summer 2018

- Collaborated with Customer Success Managers to draft a requirement document with user stories for demonstrating importance of requirements for automating the customer relationship monitor system
- Analytically compared tools on the market to aid stakeholders in choosing a solution
- Worked with large sales organization processes to identify areas where a tool can be utilized to drive revenue retention and expansion and streamline account management process

Big Ten Network Student U, University of Michigan

Producer and On-Air Talent

Ann Arbor, MI

Winter 2016 - Present

- Facilitating the team in order to put together a successful broadcast of Michigan Athletics
- Play-by-play and Color experience for Ice Hockey, Baseball, and Lacrosse

Best Dedicated Solutions

Operations Intern

Libertyville, IL

Summer 2017

- First intern in company history
- Extracted and analyzed data to identify efficient, cost-effective carriers allowing sustained revenue growth
- Improved customer supply chain through mitigating problems with on time tracking
- Created 28-page manual for new hires and interns to learn about the company and industry

Leadership Experience

Sigma Phi Epsilon, Michigan Alpha Chapter

VP of Professional Membership Development

Fall 2015 – Present

- Facilitated the Balanced Man Program; a 4-year professional growth program through organizing workshops and events with our members and the University

St. Baldrick's Foundation

Fundraising for childhood cancer research

Annually through college

Freeze the Puck

Fundraiser for brain cancer research – annual charity hockey tournament

Winters 2015 - 18

Great Lakes Adaptive Sports Association (GLASA)

Volunteer

Winter 2014 - 16

- Taught and played sled hockey with children who have primary physical impairments