# Hannah Pratsch

+1 920-698-7766 • Hannah.Pratsch914@outlook.com • linkedin.com/in/hannah-pratsch-b4a8b52a8 •
https://github.com/hannah914 • https://hannahpratsch.netlify.app/

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## EDUCATION

### Bachelor Of Science In Computer Science And Mathematics

Lakeland University • GPA: 4.0 • 05/2026

- Emphasis in Software Design and Cybersecurity
- Outstanding Student in Mathematics Award 2023 - 2024
- Math club and badminton club president 2024

## WORK EXPERIENCE

### IT Assistant

**Random Lake School District • 02/2024 - Present**

- Supported IT infrastructure including student/staff devices, phones, printers, network closets, and server room equipment.
- Managed users in Microsoft Intune, Google Workspace, and Schoology, including account creation, suspension, and updates.
- Assisted with maintaining and implementing cybersecurity standards across the district.
- Completed help desk tickets for students and staff, addressing issues with computers, classroom technology, and building-wide tech.

### Academic Coach

**Lakeland University • 10/2022 - Present**

- Provided academic support by assisting students with homework and answering course-related questions, enhancing their understanding of the material.
- Delivered presentations during classroom visits to promote and explain academic coaching services.
- Planned and facilitated group study sessions, providing students with additional opportunities for academic support and guidance.
- Developed study guides to aid students in mastering course content and improving performance.

### Dining Services Assistant

**Pine Haven Christian Communities • 06/2020 - 04/2024**

- Maintained sanitation by cleaning kitchen and dining areas, and operating the dishwasher following safety standards.
- Fostered a welcoming environment through positive interactions with residents and caregivers.

## VOLUNTEERING & LEADERSHIP

### FIRST Tech Challenge • 08/2024 - Present

Head Mentor

- Applied my experience as a student in FIRST Robotics Challenge and Bots IQ to mentor students.
- Guided students in designing, building, and programming robots to successfully complete challenges and compete in competitions.

## SKILLS

**Proficent:** Java, Leadership, Problem solving, Python, SQL, Teamwork

**Beginner:** COBOL, Cybersecurity, Fortran, Pascal, Prolog, Ruby