

Hannah Cahill

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Professional Summary

Information Technology graduate with hands-on experience in web development, technical troubleshooting, and customer support. Proficient in JavaScript, React, SQL, and WordPress with strong communication skills developed in fast-paced retail leadership roles. Seeking an entry-level IT Support, Helpdesk, or Junior Technical Analyst role where I can apply technical skills and grow into advanced infrastructure and software systems support.

Technical Skills

- Languages: JavaScript, TypeScript, Python, PHP | Web: HTML5, CSS3, React | Database: MySQL |
- Tools: Git, GitHub, WordPress, Figma, Microsoft Office, Linux, SSL, SSH

Education

University of Wisconsin-Milwaukee

September 2019 – December 2024

- Major: Information Science and Technology | Minor: Criminal Justice

Projects

Portfolio Website

May 2024 – Present

- Developed a responsive HTML/CSS website from scratch to showcase technical projects and accomplishments.
- Provisioned and configured a Linux server via SSH from a base OS installation
- Implemented HTTPS by installing and configuring Certbot for automated SSL certificate issuance and renewal.
- Configured UFW firewall rules to restrict inbound traffic

Experience

Five Below – Mundelein, IL

May 2024 – Present

Part Time Support Lead Manager

- Led daily operations, cash reconciliation, and team supervision in high-volume retail environment.
- Promoted to Support Lead (Aug 2025); Employee of the Month (Mar 2025).

JCPenney – Johnsburg, IL

July 2022 – August 2022

Cashier

- Managed POS transactions and customer issue resolution.
- Maintained financial accuracy and operational efficiency.

A True Love and Loyalty Pet Grooming

July 2021 – November 2021

Assistant Pet Groomer

- Washed pets, fed animals, walked dogs, cleaned, and assisted with grooming.

Leadership & Achievements

Assistant Cheerleading Coach

- Mentored and trained youth athletes for four years.
- Ran cheerleading clinics that helped high school and college students learn new skills

UW-Milwaukee Cheerleading Nationals Team

- Placed 5th in the USA in 2024

Competed at Varsity Spirit Summit National Championship for cheerleading

- Team placed 11th in the USA