

**Local Address**

807 Menomonie Street  
Eau Claire, WI 54703

**Benjamin R. Hetzer**

**hetzerbr@gmail.com | 715-271-9426**

**Permanent Address**

1925 Lombardy Lane  
White Bear Lake, MN 55110

**Education**
**University of Wisconsin  
Eau Claire**

*Eau Claire, Wisconsin  
Anticipated Graduation:  
May 2015*

**Bachelor of Business  
Administration**

*Major: Information Systems  
emphasis: Systems Development  
Last Semester GPA: 3.61*

**College of Computer  
Science**

*Minor: Web Development &  
Design  
Total GPA: 3.40*

**Work Experience**

**May 2014–August 2014**

**JAMF Software**

**Eau Claire, WI**

**Service Desk Intern**

- Ensured integrity of customer systems through interactive support
- Managed customer support cases and provided reliable solutions
- Researched unknown and new areas of apple technology and found helpful solutions to related problems
- Created environment recommendations to customers and assisted in the implementation of recommendations

**February 2013–Present**

**UW- Eau Claire**

**Eau Claire, WI**

**Web Development and IT Support Specialist**

- Maintain the university recreation website and database
- Analyze, design, implement, and test applications, web & mobile based and local
- Resolve day-to-day issues that occur with computers and various technology
- Advise and oversee the integration of new software and technology

**Work/Volunteer Experience Projects**

- **Avalon Floral Website:** Currently volunteering to integrate responsive design, payment processing, and a content management system for Avalon Floral
- **Triathlon Website:** Designed and created a static website for UWEC Triathlon Club using HTML and CSS
- **Boys and Girls Club Database:** Constructed a database system through a class project. This included creating and revising entity relationship diagrams and building and updating the database system using Oracle SQL
- **Online Fitness Registration System:** Researched, planned, and currently working on the integration of an online fitness registration system for the University of Wisconsin Eau Claire Recreation Department

**Languages and Technologies**

- Proficient with Ruby on Rails, Java, SQL, MYSQL, HTML, PHP, CSS, Javascript, Visual Basic/.Net, Mobile Dev
- Experience with Adobe CS6/CC, Bash scripting, LDAP & Active Directory, Responsive Design, CRAP, MVC
- Very competent with Windows, Mac, and Linux operating clients and servers

**Memberships/Honors/Certifications**

- Eagle Scout Rank Boy Scouts of America **2011**
- National Society for Leadership and Success **2013**
- Casper Suite CCE Certification **2014**