Ian Fraser

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EDUCATION

Auburn University, Auburn, AL   May 2019
Bachelor of Science in Business Administration
Major: Management of Information Systems
Minor: Information Technology
Current GPA: 3.95
Current Status: Senior

EXPERIENCE

Auburn University, Auburn, AL   August 2017-Present
Undergraduate Teaching Assistant, 12-hrs per week   Salary: $8/hr
- Led students through in-class exercises using the Microsoft Office Professional Package
- Prepared by completing classroom assignments beforehand to better communicate instructions to students
- Served as a proctor for over 200 students; ensured academic honesty during in-class testing

Auburn University Bookstore - Apple Authorized Service Provider, Auburn, AL   May 2017-Present
Technology Team Member, 15-hrs per week   Salary: $7.40/hr
- Communicated technical specifications about Apple computers to students and parents to help find a computer to best fit their academic needs
- Processed computer repairs into a store based database system and Apple's repair system
- Assisted customers with Apple troubleshooting – such as malware removal, keychain issues, Microsoft Office issues, and analysis of hardware issues – as well as first time computer set-up

Chick-Fil-A, Auburn, AL   August 2015-May 2017
Team Leader, 30-hrs per week   Salary: $9/hr
- Facilitated excellent customer service in a fast-paced, $4 million dollar, multi-task environment
- Cataloged inventory and ordered product weekly using a corporate database system
- Trained several new team members on restaurant operations and company policies to help ensure high quality service

Lawlers Barbecue, Madison, AL   April 2012-August 2015
Shift Leader, 45-hrs per week   Salary: $12/hr
- Lead teams of 6 or more staff with a common goal of friendly, high quality food service
- Learned financial processes and produced daily, in-depth accounting reports
- Collaborated with IT personnel to resolve various computer hardware/software problems

USEFUL SKILLS

- Operating systems and software knowledge includes: Windows Vista, 7, 8, 8.1, 10, Microsoft Office Professional package (Word, Excel, Powerpoint, Outlook and Access), SharePoint
- Intermediate knowledge of Object Oriented languages such as Java, C++, Python programming languages
- Google Analytics Individual Certified

ACHIEVEMENTS AND INVOLVEMENT

Eagle Scout – Boy Scouts of America, 2012 (Troop 350 – Madison, AL)
Delta Sigma Pi – National Professional Business Fraternity (Auburn University)
Dean's List – Spring 2016, Fall 2016, Spring 2017, Fall 2017, and Spring 2018 (Auburn University)
Spirit of Auburn Founders Scholarship (Auburn University)