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)