

# Jake Busse

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*Computer Science student dedicated to improving skills through hands-on learning and development work. Proficient in web development as well as industry standard programming languages and practices. Well-organized and collaborative team player with strong communication and analytical abilities as well as a passion for the field.*

## PROFESSIONAL EXPERIENCE

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**NORTH MEMORIAL HEALTH,**  
End User Technology Intern

**Robbinsdale, MN**  
*June 2022–Present*

- Communicate effectively with users and team members to provide unmatched customer service and resolve user issues.
- Provide Tier II on-site support in a large-scale hospital environment.
- Provide support for many varieties of applications, devices, and interfaces that impact patient care.

**WALMART**  
Customer Service Associate

**Forest Lake, MN**  
*June 2020–April 2022*

- Worked with customers in a variety of bank-level financial transactions to provide excellent service.
- Facilitated an organized and productive working environment.
- Delegated tasks to other team members in order to sustain or increase productivity when team leaders were not present.

## EDUCATION

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**UNIVERSITY OF MINNESOTA**  
Bachelor of Arts in Computer Science,  
GPA: 3.378

**Minneapolis, MN**  
*Expected: May 2026*

## PROJECTS

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**NORTH MEMORIAL HEALTH,**  
Project Lead

**Workstation Lifecycle**  
*June 2023–August 2023*

- Employed an agile approach to facilitate continuous process improvement.
- Led a team tasked with the deployment of over 800 workstations in over 10 clinic environments around the Twin Cities.
- Implemented a series of workflows and processes to maintain timely sufficient progress.
- Led collaborative meetings to discuss strength points and growth opportunities that resulted in process changes over an iterative process.
- Wrote in-depth and informative documentation for team members to better understand processes.

## ADDITIONAL SKILLS

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- C, CSS, C#, HTML, Java, JavaScript, Python, PHP, SQL, x86 Assembly
- Proficient in MS Office (Word, Excel, PowerPoint) Outlook, PowerBI, Linux Shell, GitHub, Microsoft Azure
- Conversational Spanish