

Jake Busse

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Education

Bachelor of Computer Science
Bachelor of Spanish Studies
University of Minnesota - Twin Cities

Expected Graduation: May 2026
GPA: 3.28

Experience

IT Desktop Support Services Intern, North Memorial Hospital – *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.

Audio/Visual Technician, St. Philip's Lutheran Church – *Fridley, MN*
May 2022 - October 2022

- Worked independently to produce high quality livestreams of church services.
- Operated a 32-channel soundboard and managed microphone and musical inputs to produce a high quality in-person and virtual sound experience.

Customer Service Associate, Walmart – *Forest Lake, MN*
June 2020 - April 2022

- Worked with customers in a variety of bank-level financial transactions to provide excellent service.
- Trusted to handle cash amounts of over \$10,000.
- 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.

Skills

Programs: Active Directory, Google GSuite, Microsoft Office, Photoshop, Point of Sale, Wordpress

Programming Languages: CSS, C#, HTML, Java, JavaScript, Python

Languages: Conversational Spanish