

Joseph Gleeson

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EDUCATION

Auburn University, Auburn, AL

Bachelor of Science in Business Administration

December 2026

Major GPA: 4.0

Major: Information Systems Management

Honors: Ever to Conquer, Fearless and True, Thomas W Price, Auburn Board of Trustees award, and recipient of the Monroe County Auburn Club Scholarship

SKILLS

MS Office Specialist: Microsoft Excel, Python, SQL, C#, Tableau, RStudio, Power BI, HTML, Bomgar, MSRA, ServiceNow

EXPERIENCE

Auburn Advancement | Auburn, AL

August 2024 – Present

Service Desk Technician

- Consistently meet SLAs by maintaining fast response times and high availability, priorities valued by Auburn employees, and incorporate feedback from monthly performance reviews to improve service delivery
- Build trusted relationships by performing remote and on-site troubleshooting, installation, and maintenance of end-user technology
- Support desktop hardware/software, networking, and audio/visual equipment, while actively documenting incidents, assessing and actioning severity levels, and maintaining inventory in ServiceNow

Wind Creek Atmore | Atmore, AL

May 2024 – August 2024

Technology Intern

- Supported tech staff, network admins, cloud engineers, and senior analysts by assisting with routine maintenance windows, system testing, and system updates to prevent service disruptions
- Managed incident severity classifications and improved workflow quality by writing clear incident descriptions and tracking recurring issues
- Contributed to a major infrastructure upgrade, including running and terminating cabling, testing network connectivity, and troubleshooting both minor and escalated issues
- Progressed from direct supervision to independently executing wiring and testing tasks, escalating complex problems to network administrators when needed

Magnolia Branch Wildlife Reserve | Atmore, AL

May 2023 – August 2023

- Controlled access, managed finances, and maintained daily logs, ensuring smooth operations
- Provided customer service by assisting guests, managing transactions, and maintaining the park environment to enhance customer experience and operational efficiency

ACADEMIC PROJECTS and LEADERSHIP & INVOLVEMENT

- **World Poverty Analysis** | Interactive Interface coding project with Python | Built an interactive visual dashboard analyzing global poverty trends. Growing up in a county with twice the national poverty rate gave me perspective, but the research, data, and insights made clear how uneven global progress is, and how data surfaces real and hidden insights
- **Lambda Chi Alpha Fraternity** - Presented elevator pitches to 250 members of my fraternity to develop public speaking skills. Received actionable feedback that I incorporated into my daily interactions and approach
- **Auburn Sports Analytics Club** - Apply statistical analysis and data-driven methodologies to evaluate athlete performance and gather insights to support decision-making
- **Association for Information Systems** – Participate in hands-on projects, technology workshops, and problem-solving