Nick Howley

{{my\_phone}} {{my\_email}}

# Objective

Seeking an information systems related internship for summer 2023. Open to relocate. Open to travel.

# Education

**BBA Candidate**, Kennesaw State University (KSU), Kennesaw, GA **{{school\_years}}**

**Graduating {{year\_graduating}}**

* Bachelor of Business Administration in Information Systems, GPA 3.88
* Dean’s List 2020, 2021
* Beta Gamma Sigma Honor Society member
* Relevant courses/skills: Microsoft Excel (certified), Application Development I (Currently developing a calendar app with python), Web Development I (Writing websites using HTML), IT Infrastructure (Practiced organizing the infrastructure of domestic and international business’ using Microsoft Visio), Global IS Project Management (Put together a project charter with a team and schedule using Microsoft Project)

# Work Experience

**Crew Leader (Front)**, Chick-Fil-A, Marietta, GA **2019 - Current**

* Serving and have served 1,000s of customers; many positive customer notes to management
* Train staff to deliver outstanding service without sacrificing profit objectives
* Oversee daily operations of service team (~15 people)
* Promoted to crew lead after 3 years of demonstrated excellence in basic role
* Handle customer complaints/escalations; especially during COVID safety and tech upgrades
* Training as shift leader to manage staffing and schedules
* Complete end-of-shift reports on performance of restaurant and staff

**Crew Supervisor**, Howley Landscaping, Atlanta, GA **2014 - Current**

* Maintain Morgan Falls Park for City of Sandy Springs on long-term contract
* Coordinating and supervising 3-person team to ensure all work completed effectively

# Project Experience

* Currently enrolled in IBM’s Z-Xplore program developing my [Z-Skills](https://www.ibm.com/z) through hands-on experience with mainframes, JCL, and database security courses. (<https://www.ibm.com/z/resources/zxplore>)