**Terrence Samson**

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**EDUCATION**

**UNIVERSITY OF ILLINOIS AT URBANA-CHAMPAIGN** Champaign, IL

Bachelor of Science in Agricultural & Consumer Economics Expected Graduation: May 2025

Concentration in Consumer Economics and Finance Cumulative GPA: 3.5/4.0

**WORK EXPERIENCE**

**The Grainger College of Engineering** Champaign, IL

Engineering IT Student Specialist (L2) Aug 2023 – Present

* Re-imaging and configuring technological devices such as computers and tablets while delivering exceptional technical support by promptly addressing incoming calls, troubleshooting, and guiding users through effective solutions
* Managing laptop loans and composing incident reports to accurately document user requests, offering comprehensive insights into technical challenges faced and actions taken for future reference
* Diagnosed and resolved network connectivity issues including ethernet port activations, cable testing, and switch configurations, ensuring reliable wired connections for classrooms and offices

**GBCS Group** Calgary, Canada

Financial/Risk Analyst Intern (Remote) Aug 2023 – Nov 2023

* Prepared comprehensive fleet proposals while maintaining intricate budget templates tailored to fleet-related expenditures, enhancing decision-making accuracy and contributing to strategic planning
* Maintained and updated a repository of files dedicated to critical fleet key performance indicators (KPIs), ensuring data accuracy, integrity, and accessibility for informed risk assessment and strategic insights
* Developed and maintained dynamic budget templates to streamline financial tracking, improve accuracy, and enhance reporting efficiency.

**Nordstrom Rack** Norridge, IL

Seasonal Customer Service Associate Jul 2023 – Jul 2024

* Provided exceptional customer service to 50+ guests daily by exchanging merchandise, adjusting bills, and diffusing intense customer situations in a fast-paced environment
* Demonstrated a strong understanding of the store and its merchandise to tailor recommendations to customers while maintaining a clean and welcoming environment.
* Processed 100+ daily online orders using RFID scanners to efficiently locate, verify, and prepare items for shipment, ensuring on-time fulfillment and customer satisfaction

**ACTIVITIES**

**Chi Sigma Tau, National Fraternity Inc.** Champaign, IL

Event Coordinator and Web Manager Jan 2022 – May 2025

* Organized 5+ events annually for 200+ Greek community members to promote Asian awareness and fundraise $1000+ for our national philanthropy, Alzheimer’s Association
* Regularly updates the chapter's SquareSpace website to highlight the 30+ active brothers to attract potential new members and showcase the organization’s values
* Traveled monthly to Purdue University to lead the establishment of a new chapter by educating new members about the importance of leadership, brotherhood, and commitment to philanthropy

**TECHNICAL SKILLS**

* Device imaging/deployment (Windows/Ubuntu)
* Hardware troubleshooting (laptops, tablets, peripherals)
* Software installation & configuration (OS, drivers, applications)
* Ticketing systems & incident documentation (TDX)
* Network troubleshooting

**ADDITIONAL**

**Certifications & Training:** CompTIA A+ (In-Progress), CompTIA Net+ (In-Progress)