Rachel Sondergeld

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August 14, 2018

The College of Literature, Science, and the Arts

University of Michigan

500 S State St #2005, Ann Arbor, MI 48109

Dear University of Michigan hiring team,

My name is Rachel Sondergeld and I am an incoming transfer student to the College of Information at the University of Michigan. I intend to study the data analysis track of the Information Science degree, with a minor in computer science. I am writing to express my interest in a position at the University of Michigan that is part-time during the school year, and/or full-time for the summer.

I began working for Grand Traverse Resort and Casinos (GTRC) as an IT Intern in June of 2017, and left the organization to attend the University of Michigan in the fall of 2018. With GTRC, a large portion of my job was to provide level 1 support to end-users. This included answering help-desk calls, creating and responding to help-desk tickets, troubleshooting basic computer hardware, software, printer problems, and unlocking accounts and resetting passwords in Microsoft Active Directory and IBM iSeries. In addition to providing level 1 support, I worked under our network administrator to implement company-wide projects. I made a significant contribution to a large project that deployed centralized print services to 930 PCs for 100 printers. A part of that project included auditing every machine on the domain for unsupported software and verifying the status of installed applications. I was also able to receive training on the creation of group policies and OUs in Microsoft Active Directory during this project. For another project, I assisted the telecommunications team in upgrading the phone system from Nortel CS1000 to the Avaya IPOffice. My contributions included flashing the firmware of the phones, installing and setting up the phones, and providing training to users to operate new features of the phone.

In addition to the technical skills I developed at GTRC, I also have strong communication skills. While working at Northwestern Michigan College’s (NMC) Foundation, I made solicitation calls, and calls to thank donors for their contributions. I would make these phone calls on a consistent basis to build rapport with donors. I also used these communication skills in person at some of the events that I worked at, such as NMC’s scholarship luncheon. At the luncheon, I lead students and donors to different activities, managed their involvement with the activities on social media, and connected with students and donors. In my everyday work environment at NMC’s Foundation, I did not simply work under one superior. Instead, I helped the entire team, taking projects from multiple superiors. This environment helped build my communication skills and work effectively and efficiently in a team. This job required professionalism, and pleasant communication with others. These are skills that I was able to further hone at GTRC.

Thank you for your consideration of my application. Please contact me for references, or any additional application materials needed.

Sincerely,

Rachel Sondergeld

**Rachel Sondergeld**

Incoming student at the University of Michigan and IT Professional at Grand Traverse Resort and Casinos

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**EXPERIENCE**

**Grand Traverse Resort and Casinos, Traverse City — IT Intern** (June 2017 - Current)

I am responsible for assisting IT professionals with different company-wide projects, as well as competing help desk tickets. This includes troubleshooting hardware and software problems, working in active directory, iSeries, basic server maintenance, and other IT related tasks.

**Community College Summer Institute, University of Michigan — Fellow** (May 2018 - June 2018)

I was selected as a CCSI Fellow for an immersive summer institute at the University of Michigan’s School of Information. This included lectures and activities by UMSI faculty in the areas of information analytics and user experience research and design.

**CARE Action *—* Volunteer Advocate** (October 2017 - Current)

Through CARE Action, I have had meetings with US politicians' offices to advocate for policies that provide funding for global humanitarian work.

**Northwestern Michigan College, Traverse City — Office Assistant** (August 2014 - August 2015)

In this position, I used the nonprofit fundraising software, Raiser’s Edge to log information on donors as well as creating and processing mailing lists. I also performed solicitation calls, worked in excel spreadsheets, and other general office tasks.

**EDUCATION**

**University of Michigan, Ann Arbor**

I am pursuing a bachelor’s in information science, with a focus on data analysis and a minor in computer science.

**Northwestern Michigan College, Traverse City — Associate in Science and Arts** (May 2018)

GPA: 3.66; Honors Program; Phi Theta Kappa

**Unionville-Sebewaing Area High School , Sebewaing — High School Diploma** ( June 2014)

GPA: 3.55; ACT:26; AP Government: 4; AP English Literature: 3

**SKILLS**

Microsoft: Excel, Word, PowerPoint; Google: Docs, Slides, Sheets

Active Directory

C#, HTML/CSS (introductory knowledge)

Basic hardware and software troubleshooting

Using nonprofit financial software: Raiser’s Edge (in conjunction with Microsoft Excel)

Communication skills including conducting solicitation and help desk phone calls

**AWARDS**

Honors Program Graduate, Northwestern Michigan College May 2018

Phi Theta Kappa Member

Scholarship recipient and attendee for the CARE National Convention

Scholarship recipient for the CARE Action Network Leadership Summit