MOTOR VEHICLE RECORD SYSTEM

Jordan Moore, Kyle Randall, Kue Khang, Bill Vang,
Anton Fuchs

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Letter of Introduction

To:
Federated Insurance
121 E Park Square
Owatonna, Minnesota
March 1, 2019

To Whom It May Concern,

My name is Jordan Moore and I would like to take this opportunity to briefly introduce myself and my team for your Motor Vehicle Record system analysis & design. We are a group of hard-working individuals, each with unique capabilities that when combined bring together a great team.

Meet Our Team:
Jordan Moore, our Project Manager, has years of experience managing projects in order to ensure the project goes smoothly and all questions are answered in a timely fashion. Jordan will work hard to ensure that your project stays within budget and time constraints.

Kyle Randall, our Senior Developer, has years of experience in database design & implementation, front end development, and backend scripting.

Anton Fuchs, our Junior Developer, brings to us new experiences and ideas. Anton will be working alongside Kyle to bring the project to life!

Bill Vang, our Documentation Specialist, brings years of documenting systems throughout his various roles and will be providing the best documentation possible for your system.

Kue Khang, our Data Entry specialist, brings years of data entry to the table and has "Wack" typing skills. This will allow us to turn your project around as fast as possible.

We are excited & looking forward to the prospect of completing this project alongside your company to ensure the best results for both us & your company! I look forward to speaking with you throughout the course of this project!

All the Best,
Jordan Moore
Project Manager

Team Description

Jordan Moore
Project Manager

Jordan has years of experience managing projects in order to ensure the project goes smoothly and all questions are answered in a timely fashion. Jordan will work hard to ensure that your project stays within budget and time constraints.

Kyle Randall
Senior Developer

Kyle has years of experience in database design & implementation, front end development, and backend scripting.

Anton Fuchs
Junior Developer

Anton brings to us new experiences and ideas. Anton will be working alongside Kyle to bring the project to life!

Bill Vang
Documentation Specialist

Bill brings years of documenting systems throughout his various roles and will be providing the best documentation possible for your system.

Kue Khang
Data Entry specialist

Kue brings years of data entry to the table and has some amazing typing skills. This will allow us to turn your project around as fast as possible.

Description of Customer/Client

Detailed summary of the company or division requesting project. This includes things to help you understand the purpose, vision and values.

Federate Insurance would like the requesting project to focus on (MVR) motor vehicle report. Reviewing all applications from prospective clients and periodically re-evaluating current clients' accounts. Build a system which will automatically order motor vehicle reports and ability to monitor the drivers and implement a list of drivers who are on a policy.

Company description (Who are they? What do they do?)

The company began offering life insurance, workers compensation coverage, group health insurance, estate planning services, and a variety of risk management tools.

List of products offered by Federated Mutual Insurance Company:

- Commercial Property and Casualty insurance
- Life, disability, and critical illness insurance
- Home and auto insurance
- Workers Compensation

Federated once offered group health insurance, but ceased this offering at the end of 2017.

Organizational chart of the company or employees who will use the system

The underwriter will use the system and to get reports to either accept a driver or decline.

Other relevant background information available.

Federate became among the nation's first multiline insurance companies with our expansion into liability coverage. Federate continues growing, stepping into life insurance, workers compensation coverage, group health insurance, and estate planning services. By the end of the 20th century, Federate were among the largest mutual insurance companies in the nation. Federated started in Owatonna, a small city in southern Minnesota and servers many customers as much as 49 states.

System Request Form

Name:

Automated Motor Vehicle Report System

Sponsor:

Brian Carlson
<Department Unknown>
Federated insurance
<Phone Unknown>
<Email Unknown>

Business Need:

In order to better serve clients, increase efficiency, and more accurately assess risks, an updated system for acquiring Motor Vehicle Reports is hereby requested to be created. Federated Insurance has the opportunity to sponsor the development of a new, comprehensive method for handling MVRs and the information they provide. The system should allow for clients to manage their driver list, and should also ensure that Processors are only notified if a MVR comes back with an event that would impact the policy and rate.

Functionality:

1. Provides scheduled MVRs to Federated for all drivers on insurance plans
2. Resolves MVRs that do not impact a policy without involving an underwriter or processor.
3. Allows clients to manage the list of drivers on their policy

Expected Value:

If implemented, this plan would be able to alert Federated and the client of a driver having been involved in a car accident. It would also theoretically decrease the cost of keeping MVRs up-to-date, and would indirectly decrease the number of accidents involving drivers for companies insured by Federated, as this new system would help to drum out drivers with a problematic record.

Special Issues & Constraints:

- We will not have access to the data in question and cannot optimize the system for it.
- The system will not be tested for function as we will not be ordering real MVRs
- Because of the way the semester has played out already, we will be crunched for time when it comes to development.

Fact-Finding Preparation

1. What are some challenges that you have with the system?
2. How much people use the system daily?
3. What is the reason for changing the system?
4. What have you tried so far to upgrade the system?
5. What is the cost budget that you are looking into putting in the system?
6. Who is using the system?
7. Are there different levels of access that some people will need?
8. What are you looking for in the system?
9. Are you looking for a system that is easier to understand or more function in the system?
10. Is equipment outdated or is cost of equipment an issue?
11. What kind of software are you using in the system?
12. Who are the end users using the application?
13. How soon do you need this project to be done?
14. What is the budget for this project?
15. How old is the application overall?
16. Does different states or city affect how the system should be used?
17. What are the biggest challenges and risk in this business?
18. Who is your competitor and how can we impact the results of helping end users and consumers?
19. Who is the system or application used for? Consumers or end users?
20. How do you know if this project will be needed in the future?
21. What has change in your business's needs?
22. Are we moving any information or data to the new application that will moved to the system?
23. What are your expectations? And if it is not what your expectations are? How can we communicate and come to an understanding?
24. How has the new nature of the US job market impacted employee turnover?
25. Given the increasing number and scope of corporate data breaches, what is Federated Insurance doing to protect client data? What systems (without going into too much detail) are in place?
26. How has your company adapted to the evolving IT market?
27. Why did Federated buy up the Mankato Verizon call center?
28. Are there more needs for technical development on the business side or the client side?
29. What can be done to improve and streamline insurance claims to better aid clients?
30. What expansions are being planned to protect clients from data theft?
31. What sort of corporations/clients does Federated provide insurance for, and what is it protecting them from?
32. With Federated being responsible for paying insurance claims for automotive industry, what (if anything) is Federated doing to improve vehicle safety?
33. What level of automation is currently being implemented for claims?

34. What plans are currently in place for automation?
35. How does the IT department handle claims?

Results of Fact-Finding

Current System

The current system gives the businesses new functions and flexibility to order and view MVRs, Driver lists and Driver summary.
Some function and flexibility include:

- Sending and receiving MVRs during the day
- Friendly view of driver information
- Comment can be stored with MVRs
- Underwriters and Processors can view up to date drivers list online
- Linking Driver's Evaluation Summary to MVRs
- Avoid data duplication of information when storing into the system

In order to implement the current system to the old system, the project was separated into phase.

- **Initiation Phase** – Developing the workplan or the process of initiating the system
- **Analysis Phase** – Gather information needed for development, refinement of entity relationships, Gather requirements for development
- **Design Phase** – Design Data design, Architecture design, Program designs, and the Screen design
- **Construction Phase** – Create the code for the system
- **Testing Phase** – Test the system to find problems
- **Implementation Phase** – Figure out ways to train and implement the system
- **Review Phase** – Monitor the system activity

The staffs that was involved:

- Executive Sponsors, Project Sponsors, Business Project Manager/Expert, IS Project Manager, and Account Manager

New Modified System

The new functionality desired in the new modified system will include:

- End user access
- Automatically order MVRs
    - If it's a brand-new driver, the MVR is ordered when the driver is in the system
- Monitor Driver
- Keep list of drivers and policy
- Description of users and authority they should have to each part of the system
- Keep record of violations within the month
- If no violation, then don't order
- Ability to override the frequency of ordering MVRs

Data that should be captured are ordering of MVR from IIX or choice point. The cost of MVR is $6 - $10 when ordered from IIX. Other data that should be included are information input from the end user such as comments about the drivers.

Detail about reports or screen display output needed and who should have access to view/print
The Underwriter would need access to view the MVRs
Any hardware-related constraints

Project Scope and Recommendations

Federated Insurance would like to create a project focused on the managing and monitoring of motor vehicle reports (MVR). This will be achieved by developing a web application that order's MVR's automatically, alerting underwriters of violations that have occurred for a driver under their client's policy, and should allow clients to enter driver information to check if they are eligible for insurance. Underwriters will have a more comprehensive system to manage their book of business and clients will be able to view and update their drivers' information.

The application will contain the following features:

Form for clients to enter driver information and edit existing driver's information.

Forms to allow underwriters to add and edit driver and client information.

Forms to allow underwriters to edit the rules for the automated MVR ordering.

Forms for processors to manage users, MVR ordering, and view errors.

Reports for underwriters to view all drivers in their book of business that have violations on their MVRs.

The ability to order MVR's automatically when given driver information. This will allow automation of MVR ordering. The system will be able to order MVR's using the driver information entered by clients or underwriters as well as predefined rules for ordering MVR's per state. Each month a $0.06 check will be done to see if there are any new violations for a driver, orders a full MVR for $6-$10 if there is a violation and alerts the assigned underwriter. Depending on the frequency set for the driver, a full MVR will be ordered every 1 month to 2 years, with underwriters allowed control over setting this frequency. Also, the system will save information on drivers such as name, license, and the policy they are under, it will also save records of MVRs for each driver. This application will be web based and is planned to run on a LAMP stack, underwriters and clients will be given a web interface to access the system. Finally, the system will need to limit access to MVR's as there are privacy laws that prevent that information from being shared with clients and parties other than Federated Insurance.

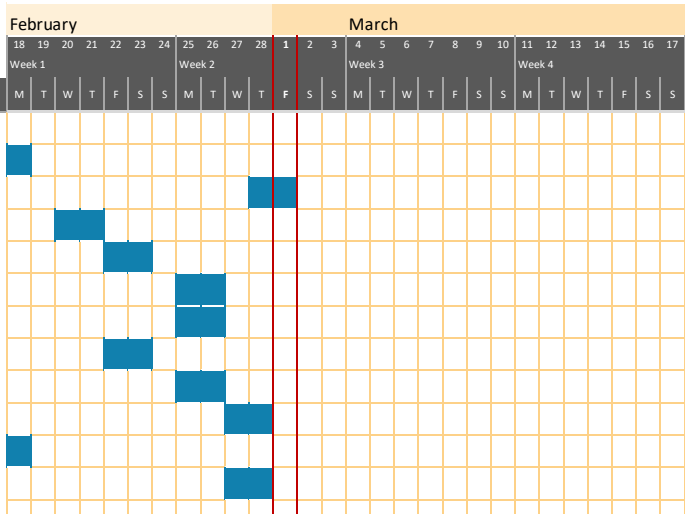
Project Schedule

Motor Vehicle Record

Legend: On Track | Low Risk | Med Risk | High Risk | Unassigned

Project Start Date: 2/18/19

Display Week: 1



Milestone Description	Category	Assigned To	Progress	Start	No. Days
Phase 1					
Title Page	On Track	Jordan Moore	100%	2/18/19	1
Table of Contents	On Track	Jordan Moore	10%	2/28/19	2
Letter of Introduction	On Track	Jordan Moore	100%	2/20/19	2
Team Description	On Track	Jordan Moore	100%	2/22/19	2
Description of Customer	On Track	Bill Vang	10%	2/25/19	2
System Request Form	On Track	Bill Vang, Anton Fuchs	10%	2/25/19	2
Fact-Finding Preparation	On Track	Anton Fuchs, Kue Khang	10%	2/22/19	2
Results of Fact-Finding	On Track	Anton Fuchs, Kue Khang	10%	2/25/19	2
Project Scope & Recommendations	On Track	Kyle Randall	10%	2/27/19	2
Project Schedule	On Track	Jordan Moore	100%	2/18/19	1
Feasibility Analysis	On Track	Kyle Randall	10%	2/27/19	2

Feasibility Analysis

As it stands, Federated Insurance's current MVR system is not comprehensive enough for their needs. There is no automation, clients are not well tracked, and potentially dangerous drivers are insured when an MVR could have prevented that. This recommended project comes with numerous advantages that will outweigh the costs of creating and running this new system.

This project is operationally feasible, and has the backing of management, who are prepared to commit the appropriate resources to this project. Dedicated underwriter and processor views will allow for a more efficient, comprehensive experience for employees. However, it will take time to train the new users and they may experience lower productivity during this period. Automated MVR monitoring and ordering will decrease costs of operations, but may result in a decrease in the processors workforce. Client companies gain the added (and requested) bonus of being able to more closely monitor their drivers and assess prospective drivers through the customer portal. However, they may also experience frustration with their employees no longer being eligible for insurance after a series of violations. A database driven web application is one of the most feasible solutions to improving the Federated MVR system due to a need for central data storage and automation. Care must also be taken when handling MVR data as privacy laws apply to them.

Technically this project is feasible as Federated Insurance has a strong technical staff, resources to create a web application, and has proven that it can create applications in the past. A web-based application can be cloud hosted for low costs and will allow for high scalability as volume changes. One main concern will be that the MVR automation system will have to integrate with state MVR ordering systems and MVR ordering companies, who may change their software in the future.

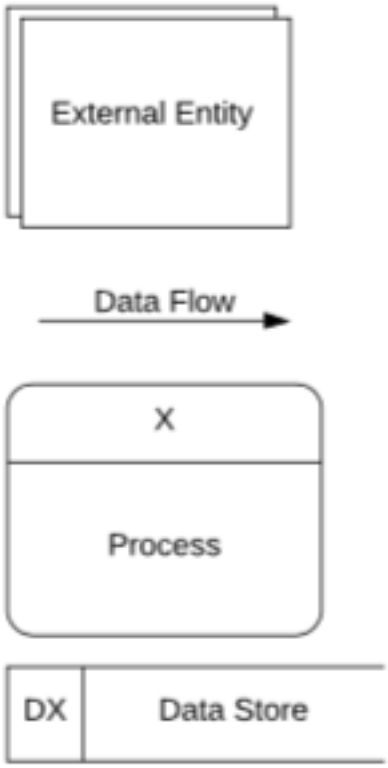
Economic Feasibility is the main benefit of creating a new MVR management system. There will be costs with staffs responsible for the development, implementation, and the training required to create this system over the period of several months. There will also be costs in maintain and running the web servers for this system. This system will order $0.06 MVR violation reports every month and a full MVR every 6 months to 3 years for $6-$10. This will slightly increase the costs of ordering MVRs as opposed to the current system, but this is done to increase the monitoring and accuracy of a driver's risk. Compared to the potential cost this new system will be able to track and detect if a driver has a higher risk of accident by this increased accuracy and monitoring in MVRs. By preventing at risk drivers from being insured, Federated Insurance will see millions of dollars saved in reduced accidents and payouts each year with a relatively low cost of MVR ordering. This new system will also be highly automated, which will reduce workforce costs and the new interface will increase user efficiency. Data will also be generated from this system and will allow Federated to analyze this data to improve processes and policy. There are several intangible benefits such as more comprehensive records of users and policies, user and client satisfaction, and perhaps the most important: keeping Federated Insurance customers and communities safer.

The schedule of this project is feasible as not only can more resources decrease the time requirements, but the scope is flexible as well. The new system can be developed and deployed in several stages: underwriter and processor views, MVR orders automation, and finally a

customer portal may be added later. We are looking to develop a prototype by the end of the semester and will develop the prototype similar to the main project to determine an estimate of time requirements, but a full-scale application will take several months to develop, test, and implement.

Data Flow Diagrams

Data Flow Diagram Legend



Context Diagram

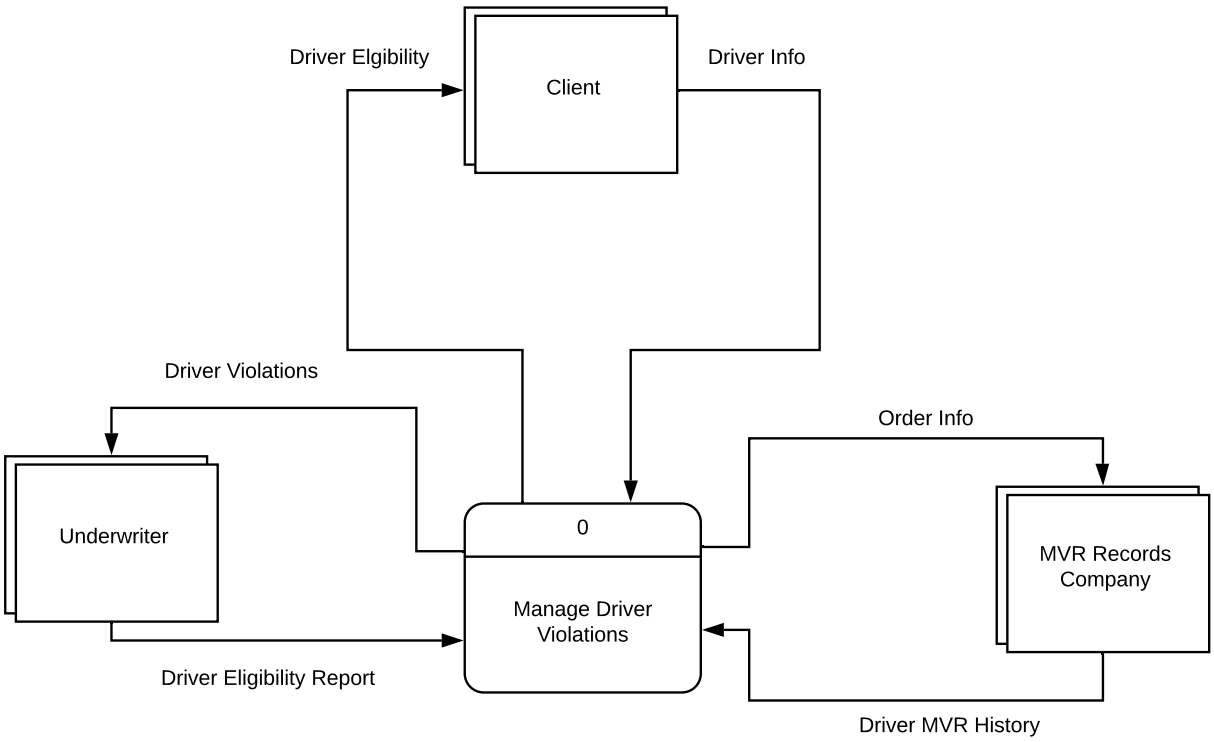
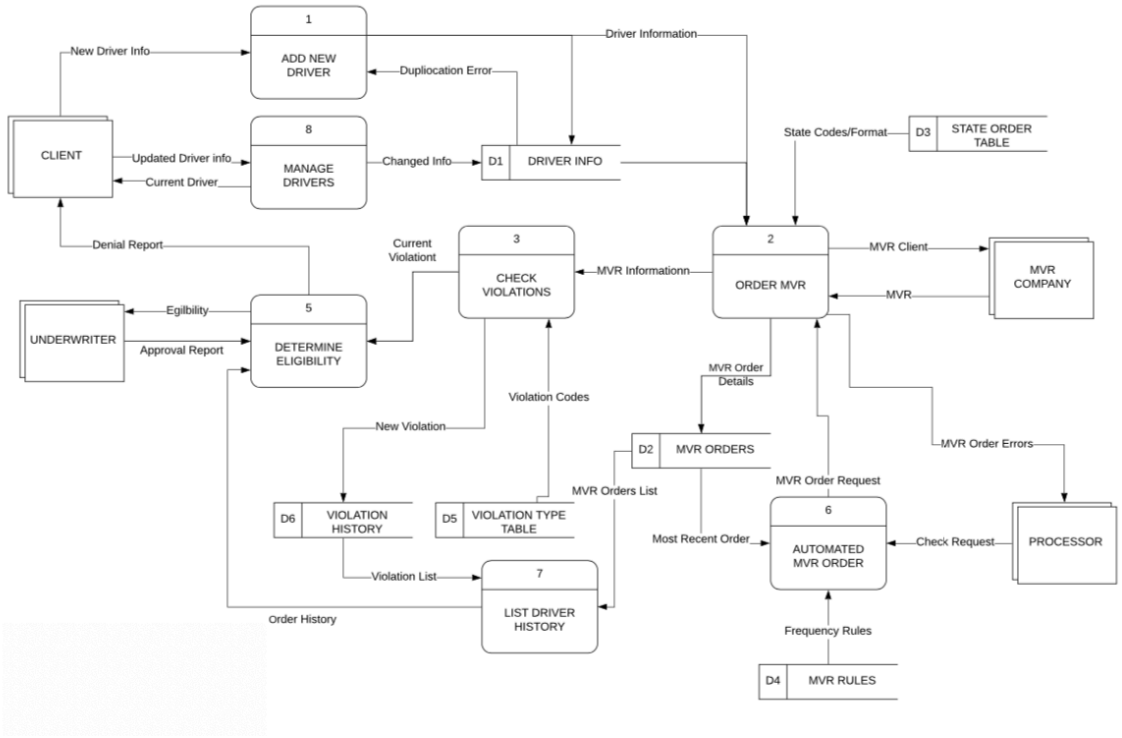
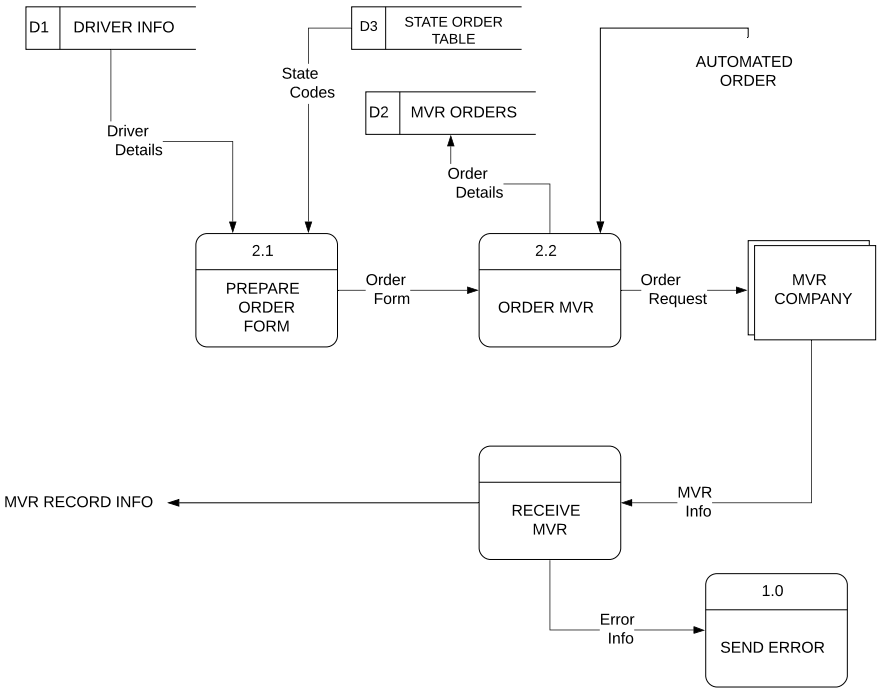


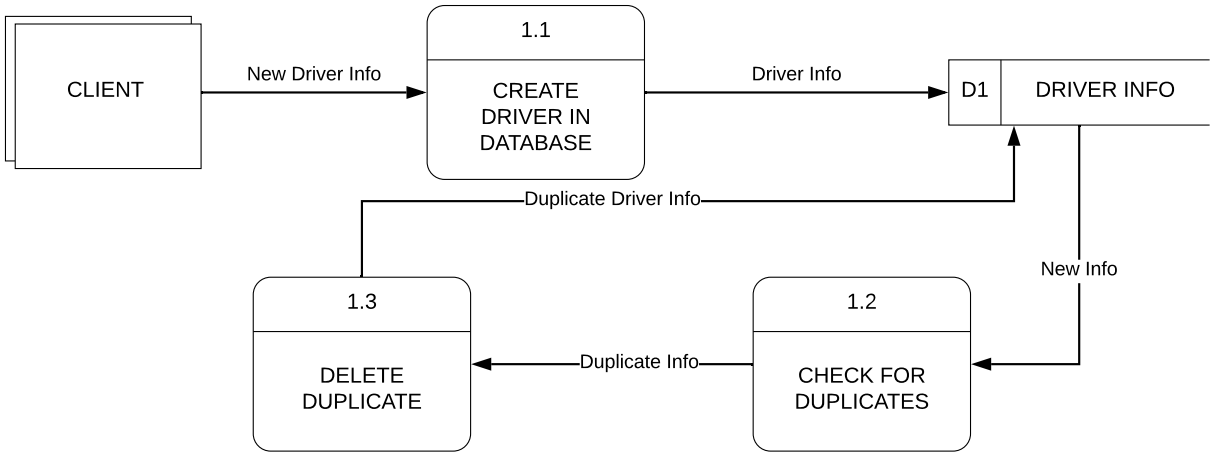
Diagram 0


1
ADD NEW DRIVER
New Driver Info
Dupliocation Error
Driver Information
CLIENT
8
MANAGE DRIVERS
Updated Driver info
Current Driver
Changed Info
D1
DRIVER INFO
State Codes/Format
D3
STATE ORDER TABLE
Denial Report
3
CHECK VIOLATIONS
Current Violationt
MVR Informationn
2
ORDER MVR
MVR Client
MVR COMPANY
MVR
UNDERWRITER
Egilbility
Approval Report
5
DETERMINE ELIGIBILITY
MVR Order Details
Violation Codes
New Violation
D2
MVR ORDERS
MVR Order Errors
MVR Order Request
MVR Orders List
D6
VIOLATION HISTORY
D5
VIOLATION TYPE TABLE
6
AUTOMATED MVR ORDER
Most Recent Order
Check Request
PROCESSOR
Violation List
7
LIST DRIVER HISTORY
Order History
Frequency Rules
D4
MVR RULES

Child Diagrams



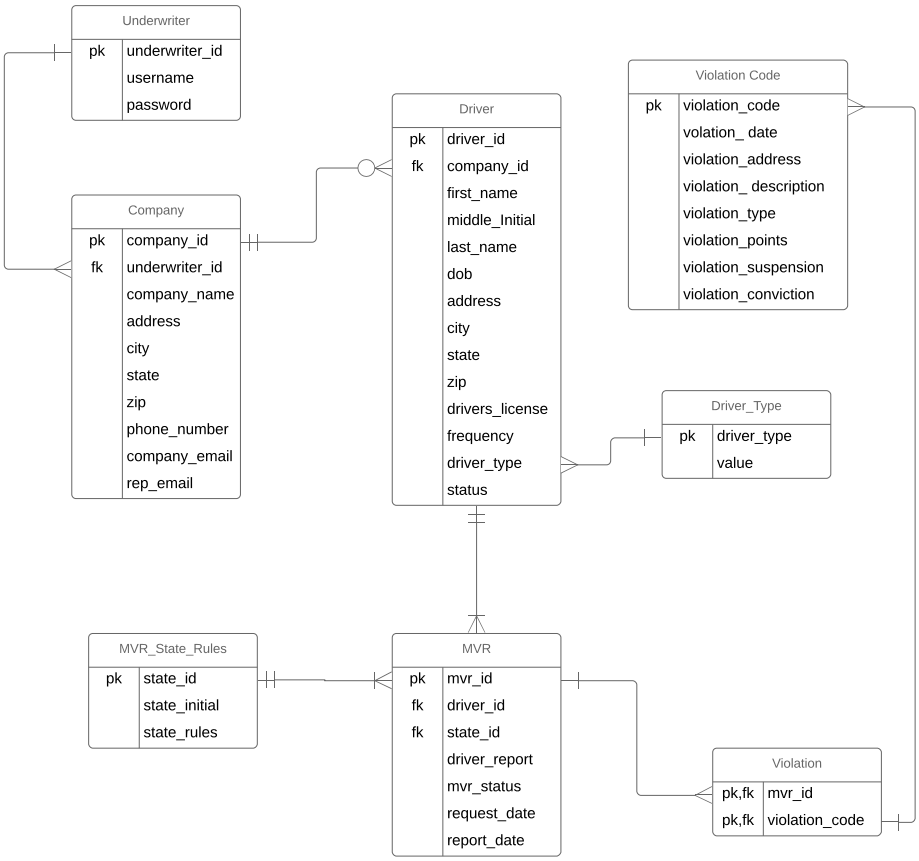
Decomposition Diagram



Data Dictionary

Table	Field Name	Example	Field Size	Data Type	Description
Driver	Driver ID	123456789	9	Int	Unique ID for all Driver
	First Name	John	15	Char	Driver's First Name
	Middle Initial	M	1	Char	Driver's Middle Initial
	Last Name	Doe	15	Char	Driver's Last Name
	SSN	123-12-1234	9	Int	Driver's SSN
	DOB	4/15/19	8	Date	Driver's DOB
	Address	1234 Monks Ave	50	Char	Driver's Address
	City	Mankato	25	Char	Driver's City
	State	MN	2	Char	Driver's State
	Zip	56001	5	Char	Driver's Zip
	Driver's License	A123456789122	13	Char	Driver's License
	Frequency	3	1	Int	Number of MVR Order within the year
Driver Type	Driver Type ID	15948	5	Int	Type
	Value		25	Int	
MVR	MVR ID	159159159	9	Int	Unique ID for MVR
	MVR status	Sent	25	Char	Status of MVR
	Request Date	4/17/19	8	Date	Date of MVR request
	Report Date	1/15/19	8	Date	Date of MVR report
	Driver Report		50	Char	
Violation Type	Violation Code	00001	5	Int	Unique Violation Code
	Violation Date	2/19/19	8	Date	Date of Violation
	Violation Address	1594 Balcerzak Dr.		Char	Location of Violation
	Violation Description	Hit/Run	50	Char	Violation
	Violation Type	Viol	10	Char	Type of Violation
	Violation Points	5	2	Int	Amount of violation
	Violation Suspension	8/16/15		Date	Suspension date
	Violation Conviction	9/10/15		Date	Conviction date
Underwriter	Underwriter ID	456123789	9	Int	Unique Underwriter ID
	Username	as1548er	15	Char	Underwriter username
	Password	Qwer1234	15	Char	Underwriter password
Company	Company ID	159487564	9	Int	Unique Company ID
	Company Name	Auto dealer	15	Char	Name of Company
	Address	1234 Madison Ave	50	Char	Company Address
	City	Mankato	15	Char	Company City
	State	MN	2	Char	Company State
	Zip	56001	5	Int	Company Zip
	Phone Number	(507)159-4897	10	Int	Company phone
	Company Email	John.Doe@Auto.com	25	Char	Company Email
	Rep Email	Bob.Fisher@Auto.com	25	Char	Company Rep Email

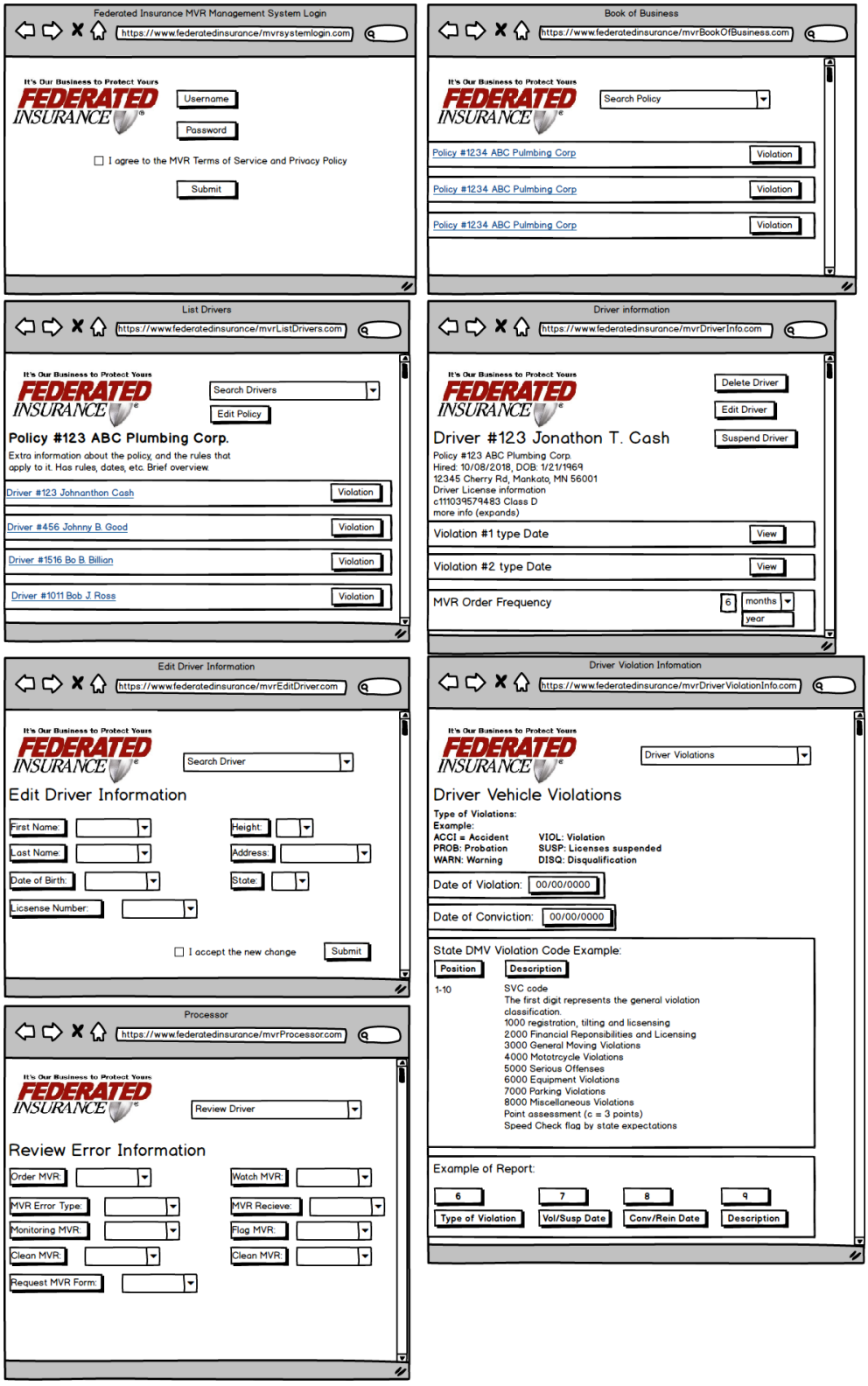
Entity Relationship Diagram

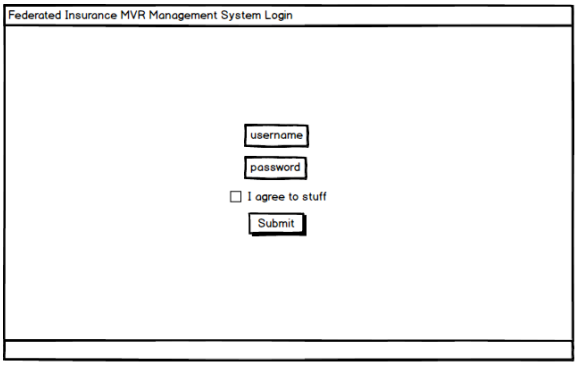


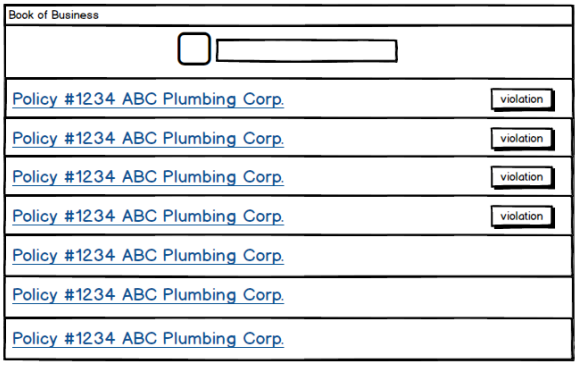
CRUD Matrix

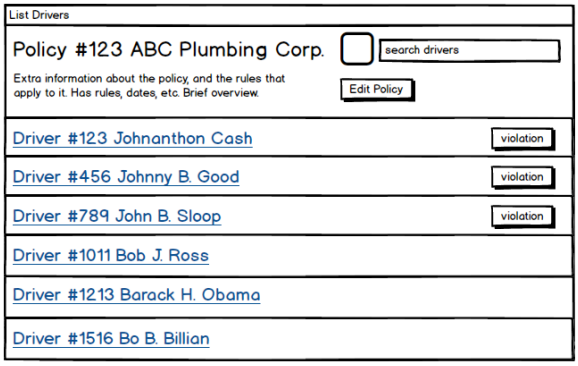
	D1 - Driver Info	D2 - MVR Orders	D3 - State Order Table	D4 - MVR Rules	D5 - Violation Type Table	D6 - Violation History
1 - Add New Driver	C					
2 - Order MVR	U	C	U			
3 - Check Violations		R			U	R
5 - Determine Eligibility						U
6 - Automated MVR Order		U		U		
7 - List Driver History		U				U
8 - Manage Drivers	U					

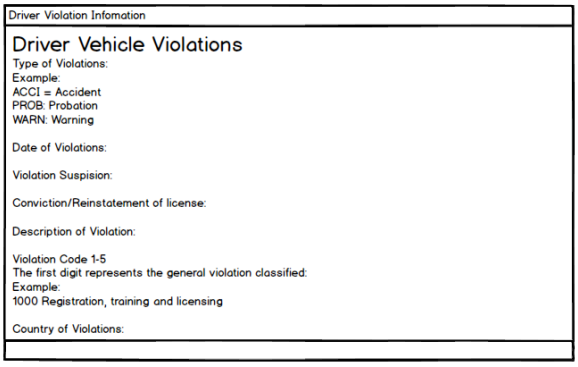
Wireframes

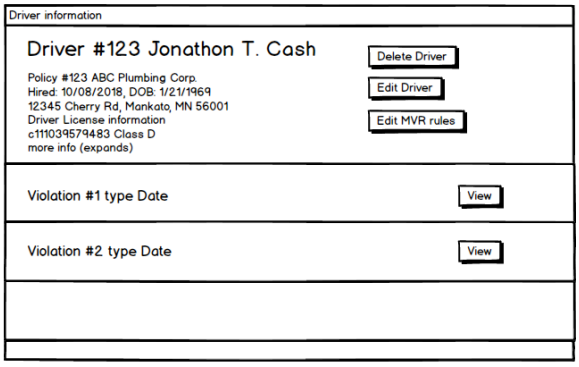

Federated Insurance MVR Management System Login
https://www.federatedinsurance/mvrsystemlogin.com
It's Our Business to Protect Yours
FEDERATED INSURANCE
Username
Password
I agree to the MVR Terms of Service and Privacy Policy
Submit
Book of Business
https://www.federatedinsurance/mvrBookOfBusiness.com
Search Policy
Policy #1234 ABC Pulmbing Corp
Violation
Policy #1234 ABC Pulmbing Corp
Violation
Policy #1234 ABC Pulmbing Corp
Violation
List Drivers
https://www.federatedinsurance/mvrListDrivers.com
Search Drivers
Edit Policy
Policy #123 ABC Plumbing Corp.
Extra information about the policy, and the rules that apply to it. Has rules, dates, etc. Brief overview.
Driver #123 Johnanthon Cash
Violation
Driver #456 Johnny B. Good
Violation
Driver #1516 Bo B. Billian
Violation
Driver #1011 Bob J. Ross
Violation
Driver information
https://www.federatedinsurance/mvrDriverInfo.com
Delete Driver
Edit Driver
Suspend Driver
Driver #123 Jonathon T. Cash
Policy #123 ABC Plumbing Corp
Hired: 10/08/2018, DOB: 1/21/1969
12345 Cherry Rd, Mankato, MN 56001
Driver License information
c1110395794B3 Class D
more info (expands)
Violation #1 type Date
View
Violation #2 type Date
View
MVR Order Frequency
6
months
year
Edit Driver Information
https://www.federatedinsurance/mvrEditDriver.com
Search Driver
Edit Driver Information
First Name:
Last Name:
Date of Birth:
Licsense Number:
Height:
Address:
State:
I accept the new change
Submit
Driver Violation Infomation
https://www.federatedinsurance/mvrDriverViolationInfo.com
Driver Violations
Driver Vehicle Violations
Type of Violations:
Example:
ACCI = Accident
PROB: Probation
WARN: Warning
VIOL: Violation
SUSP: Licenses suspended
DISQ: Disqualification
Date of Violation: 00/00/0000
Date of Conviction: 00/00/0000
State DMV Violation Code Example:
Position
Description
1-10
SVC code
The first digit represents the general violation classification.
1000 registration, tilting and licsensing
2000 Financial Reponsibilities and Licensing
3000 General Moving Violations
4000 Mototrcycle Violations
5000 Serious Offenses
6000 Equipment Violations
7000 Parking Violations
8000 Miscellaneous Violations
Point assessment (c = 3 points)
Speed Check flag by state expectations
Example of Report:
6
Type of Violation
7
Vol/Susp Date
8
Conv/Rein Date
9
Description
Processor
https://www.federatedinsurance/mvrProcessor.com
Review Driver
Review Error Information
Order MVR:
MVR Error Type:
Monitoring MVR:
Clean MVR:
Request MVR Form:
Watch MVR:
MVR Recieve:
Flag MVR:
Clean MVR:

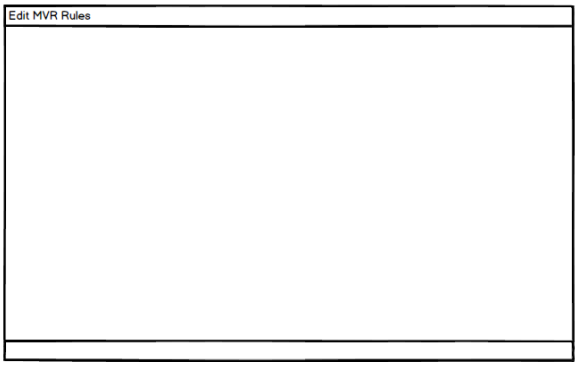

Federated Insurance MVR Management System Login
username
password
I agree to stuff
Submit

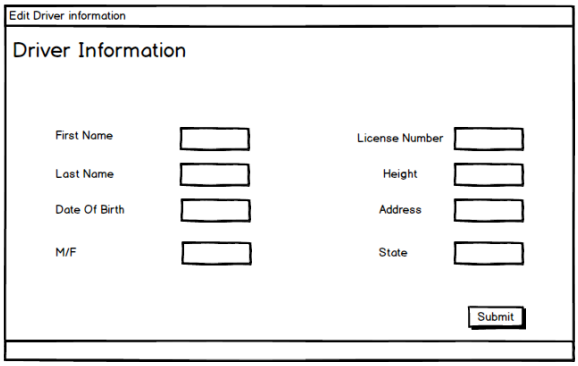

Book of Business
Policy #1234 ABC Plumbing Corp.
violation
Policy #1234 ABC Plumbing Corp.
violation
Policy #1234 ABC Plumbing Corp.
violation
Policy #1234 ABC Plumbing Corp.
violation
Policy #1234 ABC Plumbing Corp.
Policy #1234 ABC Plumbing Corp.
Policy #1234 ABC Plumbing Corp.


List Drivers
Policy #123 ABC Plumbing Corp.
search drivers
Extra information about the policy, and the rules that apply to it. Has rules, dates, etc. Brief overview.
Edit Policy
Driver #123 Johnanthon Cash
violation
Driver #456 Johnny B. Good
violation
Driver #789 John B. Sloop
violation
Driver #1011 Bob J. Ross
Driver #1213 Barack H. Obama
Driver #1516 Bo B. Billian


Driver Violation Infomation
Driver Vehicle Violations
Type of Violations:
Example:
ACCI = Accident
PROB: Probation
WARN: Warning
Date of Violations:
Violation Suspision:
Conviction/Reinstatement of license:
Description of Violation:
Violation Code 1-5
The first digit represents the general violation classified:
Example:
1000 Registration, training and licensing
Country of Violations:


Driver information
Driver #123 Jonathon T. Cash
Delete Driver
Edit Driver
Edit MVR rules
Policy #123 ABC Plumbing Corp.
Hired: 10/08/2018, DOB: 1/21/1969
12345 Cherry Rd, Mankato, MN 56001
Driver License information
c111039579483 Class D
more info (expands)
Violation #1 type Date
View
Violation #2 type Date
View


Edit MVR Rules


Edit Driver information
Driver Information
First Name
Last Name
Date Of Birth
M/F
License Number
Height
Address
State
Submit

Security Authorization

User-Role	Description	Security
Underwriter	An underwriter analyzes the risks in insurance; thus, they will need to see drivers MVRs and decide if they are an insurance risk.	An underwriter will be able to update whether a driver is allowed on a client's insurance plan.
Processor	A processor reviews application, collecting all necessary files and records.	A processor will be able to create, read, update, and delete drivers from a client's insurance plan.
Manager	A manager oversees a processor and underwriter.	A manager will be able to create, read, update, and delete anything.
Client	A client requests an insurance plan from Federated.	A client will be able to create, read, update, and delete drivers from their insurance plan.

Appendix A – Resumes

JORDAN MOORE

SYSTEM ANALYST

CONTACT

507-123-4567
JORDAN.MOORE@MNSU.EDU

PROFILE

With my extensive experience throughout the technology field, I have found that Systems Analysis is my true calling. I am looking for a position with room for growth and to further develop my skill set.

EXPERIENCE

TECHNOLOGY ASSISTANT
LOYOLA CATHOLIC SCHOOL | MAY 2015- PRESENT

- Responsible for the implementation and management of over 500 computers and their operating systems.
- Server management

OWNER/IT CONSULTANT
MOORE SOLUTIONS| JAN. 2013- PRESENT

- Independent contractor specializing in small businesses and individuals.
- System set-up and management

EDUCATION

BACHELOR OF SCIENCE, MAJOR IN MANAGEMENT INFORMATION SYSTEMS
MINORS IN COMPUTER TECHNOLOGY, DATABASE TECHNOLOGIES, NETWORKING AND INFORMATION SECURITY
CERTIFICATES IN INFORMATION SECURITY, NETWORKING TECHNOLOGIES AND DATABASE TECHNOLOGIES
MINNESOTA STATE UNIVERSITY MANKATO | 2016-2020

SKILLS

- Networking Technologies
- Website Design
- Server Administration
- Apple macOS
- JAMF Pro
- GSuite Administration
- Student Information System Technologies
- 1:1 Computer Implementation
- Graphic Design
- Strong Communication

AWARDS

SPIRIT OF YOUTH AWARD
OUTSTANDING STUDENT FOR GOING ABOVE AND BEYOND
MAY 2016

NTPA TRUCK AND TRACTOR PULLING SCHOLARSHIP
STRONG CHARACTER
MAY 2016

Kyle Randall
21281 180th Street
Hutchinson, MN 55350
Phone: 320-497-0476
Email: randallkyle22@gmail.com

Summary

I am a High School Senior who is experienced with and is passionate about technology. I am very outgoing, enjoy interacting with others, and am a fast learner able to adapt to new and changing environments quickly. I am interested in getting a job in computer sales at BestBuy over this summer.

Education

Currently a High School Senior
High School Diploma anticipated in June 2016
GPA 3.82

Special Skills

I can skillfully program four different computer languages, and have extensive technical knowledge and experience with computer hardware, software, networking, and operating systems.
I also designed and built my own 3D printer and I contribute to the open-source RepRap project, helping develop new 3D printer technologies and assisting new users with the design, troubleshooting, and configuring of their 3D printers.
I am a member of the Windows Insider program, and over the past four months have been beta-testing the technical preview versions of the brand-new Windows 10, which will be released on July 29, 2015.

Employment History

Farm Worker, Triple S Farms 2010-2013

> I worked at a farm that produced strawberries and had a pumpkin patch. It built in me a strong work ethic, and gave me experience in being punctual and thorough in my work.

Landscaping and Construction, 2014-Present

> I work with a local contractor doing many different landscaping and some construction jobs, working in a team to meet clients' needs and ideas for projects.

Goals

I have registered and will be taking a Windows Network Systems Administrator as a PSEO course at Ridgewater College this school year, where I will gain the skills necessary to become a Microsoft Certified Professional.
I have plans to attend University of Minnesota to pursue a Bachelor's Degree in Computer Science.

Kue Y. Khang
185 Balcerzak Dr. Apt# 185 - 2
Mankato, MN 56001
(651) 529 - 7258
kue.khang@gmail.com

Objective

Seeking a position that utilizes troubleshooting skills to help maintain and improve the effectiveness of systems.

Education

Minnesota State University, Mankato 2014 – 2020
Mankato, MN
Major: Computer Information Technology
Minor: Technical Communication

Open World Learning Community 2010 - 2014
Saint Paul, MN
GPA: 3.2

Skills

Software Technologies/Operating Systems: Windows XP/7/8/10, Microsoft Word/Excel
Communication: Fluent in Hmong

Work Experience

Student Worker August 2015 – Present
Computer Information Science Department, Mankato, MN
- Processed students request for registration into courses
- Performed as a test proctor for students during tests or exams

Commercial Driver May 2018 – Aug 2018
Autozone, Mankato, MN
- Supported customers by examining and aiding in finding the problem with their automobile
- Delivered car parts to mechanics and stores around the location

Sales Associates June 2017 – Aug 2017
Shoe Dept. Encore, Mankato, MN
- Demonstrated firm understanding in handling store inventory
- Provided assistances to the customers and persuade the customer into purchasing the merchandise

Young Professional June 2013 – June 2014
Genesys Works, Saint Paul, MN
- Expanded knowledge and skill towards Information Technology
- Developed professional skills such as public speaking and professional emailing

Internship August 2013 – June 2014
Green Tree, Saint Paul, MN
- Updated data records for employee and terminate information within the company
- Supported team with assisting employees with technical problems

Volunteer Experience

Hmong Student Association August 2014 - 2016
MNSU, Mankato, MN

Outward Bound Service Adventure October 2012 - May 2013
Open World Learning Community, Saint Paul, MN

Activities
Intramural Sports Participant: Ultimate Frisbee, Archery

Anton Fuchs

1609 Hoover Drive
North Mankato, MN 56003
(651) 341-1524
anton.fuchs@mnsu.edu

As a Computer Information Technology/Technical Communication student, I am looking for a practical software development and IT workplace opportunity.

WORK EXPERIENCE

Mayer Brown LLP Chicago, IL – *Information Tech. Intern*

May 28, 2018 - July 27, 2018

I worked at this law firm as a Summer Intern with the Firm's IT staff. My work included maintaining hardware, troubleshooting and testing software, as well as preparing, deploying, and troubleshooting their new Windows 10 office-wide image for both the Wacker & Fed. Reserve offices.

Blackwell Burke PA, Minneapolis, MN— *Summer Intern*

June 2015 - August 2015

I worked a summer internship at this law firm with the office IT manager and other staff at installing equipment, servicing computers, as well as general office management work. I also worked on minor case research.

National Karate, Hastings—*Assistant Instructor*

September 2010 - August 2014

One of five assistant instructors. We planned & taught young classes, helped teach adult classes, organized events, and provided general maintenance to the facility.

EDUCATION

MN State University- Mankato, Mankato MN— *Computer Information Technology Major, Technical Communication Minor*

September 2017 - Present

Gustavus Adolphus College, St Peter MN— *Computer Science Major*

September 2014 - May 2017

Hastings High School, Hastings MN

August 2010 - May 2014

References available on request

SKILLS

Coding experience in Python, SQL, Java.

Multiple hardware projects; I have custom-built over 150 PCs and other equipment for personal and professional use.

Experience with computer hardware/software troubleshooting.

Professional technical customer service.

Digital drafting software experience (AutoCAD).

AWARDS & PROJECTS

Semester-long "Solutions for Smoking" technical project for Optum Healthcare (Fall 2017)

Black Belt & Instructor in Karate.

Gustavus Men's Rugby Club: **Recruitment Chair** (Fall 2015-Spring 2016), **Match Secretary & Treasurer** (2015-2017), **President** (2017), **Co-captain**(Fall 2017).

Bill Vang

6328 Quail Avenue North
Brooklyn Center, Minnesota 55429
vang.bill81@gmail.com

PROFESSONAL SUMMARY

Highly skilled at software installation, upgrades, updates and hardware replacement. Experience in virus removal and performance tweaks. Detail oriented with strong analytical and problem-solving skills.

COMPUTER SKILLS

- Remote access support
- Data backup and recovery systems
- Performance testing
- Security logs
- Networking/desktop support
- Antivirus and spam blocking
- Troubleshooting
- Account security maintenance
- Worked with Oracle database in class and outside of class

EXPERIENCE

Information Technology Internship — **May 2018 – Aug 2018**
Virtual Radiology

- Diagnose and resolve operating system application, software, and hardware.
- Perform deployment of new employee systems.
- Perform system backups and recovery; maintain data files and monitor system configuration to ensure data integrity.
- Assist in enterprise level projects/tasks relating to corporate infrastructure systems.
- Work in a fast paced, rapidly changing environment and multitask on a regular basis.
- Configure and deploy new hardware virtual private network Meraki mx64 to corporate users.
- Use terminal emulator application Putty to wipe out confidential data from Adaptive Security Appliance hardware.
- Remove corporate users from Cisco Tacacs, Vrad EZVPN inventory when corporate users return company equipment.
- Used call manager from cisco unified to create new phones for corporate users and removing old users.
- Exposed to Wireshark from the networking team about packets and ip addresss and ports.
- Learned King phisher platform on promoting user awareness by simulating real world phishing attacks.
- Use King phisher to view end results of graphs regarding campaign results and use embedded images for a more legitimate appearance.
- Exposed to Wombat security when reporting phishing email on outlook.

Computer Technician — **May 2017 – May 2018**
Mankato Computer Repair

- Entered commands and observed system function to verify correct operations and detect errors.
- Used ticketing system ConnectWise to update ticket with the process of a customers

machine.
- Ensured proper installation of cables, operating systems and software.
- Referred major hardware and software problems and defective products to vendors or technicians for service.
- Used troubleshooting skills to diagnose and repair PCs and Laptops.
- Prepared equipment for employee use to performed or ensured proper installation of services, operating systems, or appropriate software.
- Managed employee hardware including decommissioning old machines, acquiring new machines, and migrating data.
- Installations of hardware and software on Windows 7, 8 and 10 operating systems.
- Desktop support including virus/malware removal, troubleshooting, configuration, and repair.

Help Desk Support **Aug 2016 – Oct 2017**

Mankato State University

- Installed software, modified and repaired hardware and resolved technical issues.
- Identified and solved technical issues with a variety of diagnostic tools.
- Provided technical assistance to customers via telephone, email or in person.
- Remained up-to-date on the latest technologies and solutions applicable to company products.
- Created and detailed trouble tickets and entered them into a database and correctly refer them to the appropriate team members.
- Built and provided basic end-user troubleshooting and desktop support on Windows and Mac systems.
- Provided on-call support for critical issues.
- Escalated issues to the proper help desk associate when necessary and followed up on any escalated issues, all within a timely manner.
- Worked with Active Directory to build user network profiles, reset passwords, and unlock accounts.

EDUCATION

Mankato State University **Anticipated graduation: May 2019**

Mankato, Minnesota

- Computer Information Technology
- Minor in Technical Communication

Related Course Work:

- SQL Database Oracle
- Python programming
- Information Security warfare
- System Design analyst

REFERENCES

References provided upon request