

Timothy C. Kransberger

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EDUCATION

Arizona State University, Tempe, AZ

August 2021 - Present

Bachelor of Science, Computer Information Systems

- Awards: New American University Scholarship

PROFESSIONAL EXPERIENCE

Microsoft Surface Ranger, Education at Work, Tempe, AZ

December 2022 - May 2023

- Audited cases along with taking over escalated cases
- Developed dashboards on dynamics in order to optimize production
- Managed Microsoft Team's channels with case questions
- Met with Microsoft Engineers to discuss case related issues to problem solve

Microsoft Surface Frontline, Education at Work, Tempe, AZ

August 2022 – December 2022

- Provided technical support for companies using Surface devices
- Worked on 30+ cases per day emailing and calling customers regarding their issues
- Went to Microsoft Team's meetings regarding new bugs and fixes

AT&T Sales Associate, Makomart, Vero Beach, FL

June 2022 – August 2022

- Sold new phones to customers along with upgrades for AT&T
- Port numbers from other cell phone carriers of customers who would want to switch to AT&T
- Sold cable and direct tv to customers

PORTFOLIO

Web Portfolio:

RELEVANT COURSEWORK

Completed Courses: Principles of Programming, Object-Oriented Program & Data, Calculus for Engineers I, Intro to Programming Languages, Uses of Accounting Info, Uses of Accounting Info II, Intro to Information Systems, Business Statistics, and Math for Business Analysis

Currently Enrolled: Business Info Systems Development I, Business Database Systems, and Global Supply Operations

SKILLS & ACTIVITIES

Technical Skills: Advanced Excel, SQL, Photoshop, Python, Java, C , Lisp, Microsoft Dynamics, Prolog, HTML, Leadership, Communication, CSS, Dashboard Development, Power Apps and Tableau.