

VICTORIA BURHANS

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SUMMARY

Determined and passionate Information Technology and Management undergraduate student, excited to create, manage, and deliver content to solve problems within organizations, collaborate with teams, and become part of meaningful and innovative projects.

EDUCATION

Illinois Institute of Technology, Chicago, IL

MAY 2027

Professional Bachelor, Information Technology & Management, GPA, 3.4

SKILLS

- **CODING:** Java | Python | GitHub | HTML | CSS | Bash
- **DATABASE:** MySQL | SQLite
- **DOCUMENTS:** Microsoft Office Suite | Google Suite
- **OPERATING SYSTEMS:** Windows 7-11 | Linux (Ubuntu, Fedora) | MacOS
- **OTHER TECHNICAL:** CRMs (Salesforce, etc.) | Packet monitoring (Wireshark, etc.) | DHCP/DNS management
- **OTHER:** Event planning | Newsletter writing/design | Communication | Project management | Customer service
- **LANGUAGES:** English, some Spanish

WORK EXPERIENCE

STUDENT AMBASSADOR

Illinois Institute of Technology Office of Undergraduate Admission, Chicago, IL

DEC 2023 – PRESENT

- Utilized Salesforce and Slate CRM to manage prospective student records, track interactions, and update application data.
- Created, wrote, and designed a monthly internal newsletter for the admissions office, improving staff communication and engagement.
- Managed customer service cases related to college admissions, resolving inquiries efficiently via phone, email, and in person, including during special events.
- Delivered engaging campus tours to diverse audiences, highlighting academic programs, student life, and campus resources.

GAME DESIGN INTERN PROJECT MANAGER

Excelerate ESports & Game Design, Online

JUN 2023 - JUL 2023

- Collaborated with an international cohort of game designers to conceptualize and develop an original game for a confidential production company.
- Oversaw the creation of a comprehensive Game Design Document (GDD), including mechanics, narrative, visual style, and technical specifications.
- Drafted, formatted, and refined most of the project documentation to maintain clarity, consistency, and professional presentation
- Coordinated communication across multiple time zones to ensure smooth collaboration and on-time deliverables.

VOLUNTEER EXPERIENCE

Volunteer Chair

AUG 2024 - DEC 2024

Kappa Phi Delta Sorority

- Led and organized all chapter volunteer and philanthropy activities for the semester, coordinating efforts for 41 members.
- Planned and executed community service events totaling 284.25 volunteer hours in support of local and national causes.

HONORS AND ACHIEVEMENTS

- Dean's List at Illinois Tech, Fall 2024 DEC 2024
- Dean's List at Illinois Tech, Fall 2023 DEC 2023