

# Ian K. Wilson

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## EDUCATION

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**Seattle Pacific University**  
*B.S in Information Systems*

**Seattle, Washington**  
*Expected Graduation, June 2025*

- Relevant Courses: Computer Networks, Computer Architecture, Software Engineering, Database Management, Data Structures

## WORK HISTORY

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**Walgreens**  
*Customer Service Associate*

**Vancouver, Washington**  
*Jul 2021 – Current*

- Resolved customer issues efficiently, improving satisfaction ratings by 20%
- Handled front-end operations and escalated concerns under pressure with professionalism

**Freelance**  
*IT Support*

**Vancouver, Washington**  
*Jan 2018 – Current*

- Provided technical support for home networks, custom PC builds, and wireless setups
- Diagnosed and resolved software/hardware issues across Windows, macOS, and mobile devices

## PROJECTS

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**WinterArk**  
*Scrum Master & Librarian*

**Seattle, Washington**  
*Oct 2024 – Jun 2025*

- Led development of an Android fitness app using Flutter, Dart, MongoDB, and AWS EC2
- Implemented secure login, encrypted messaging, and GymBuddy dashboard features for user testing
- Coordinated an Agile team of 5 using Jira and sprint planning methods

## ACTIVITIES AND LEADERSHIP

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**Centurions Club**  
*President & Treasurer*

**Seattle Pacific University**  
*Sep 2023 – Jun 2025*

- Rebuilt and led a Christian men's fellowship group, organizing service events and Bible studies

**Boy Scouts of America**

**Vancouver, Washington**  
*Feb 2020*

- Completed **Eagle Scout** service project and received honors for leadership and commitment
- Recipient of the **Order of the Arrow** Award

## SKILLS

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**Languages:** Dart, JavaScript, HTML/CSS, C++, Python

**Tools & Tech:** MongoDB, Git, Linux, AWS EC2, Jira, Flutter, Android Studio, Wireshark

**Other:** Cybersecurity fundamentals (CompTIA Security+ In Progress), problem-solving, adaptability, leadership