

Ian Wilson

Seattle, Washington

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Dedicated Information Systems student with a robust programming and web development foundation and extensive troubleshooting expertise across macOS and Windows platforms. Proven leader with Eagle Scout honors and a passion for local and international community service. Committed to leveraging technical understanding and exceptional customer service skills to support and enhance technology services.

Qualifications

- **Adaptable:** Highly adaptable, swiftly acclimating to new technology and business environments. Eager and quick to learn new skills and workflows.
- **Leadership:** Demonstrated leadership through roles as Treasurer of the Centurions Club, team captain in high school sports, and achieving the Eagle Scout rank.
- **Programming:** Proficient in multiple programming languages including JavaScript, HTML & CSS, Python, C and C++.
- **Web Development:** Skilled in web development using HTML, CSS, and JavaScript; experienced in server management and cloud computing applications in MongoDB.
- **Troubleshooting:** Extensive troubleshooting skills across macOS and Windows platforms, proficient in diagnosing issues and implementing effective solutions

Education

Bachelors of Science in Information Systems | June 2025

Seattle Pacific University at Seattle, Washington

- BS in Information Systems, minoring in History.
- Recipient of the Faith for the Future & Ascent Scholarships.
- **Relevant Coursework:** Data Structures I & II, Applications Programming, Netcentric Computing, Systems Design, Discrete Mathematics, and Statistics for Sciences.
- **Clubs:** Treasurer & President-elect for the Centurions.

Credit Transfer in Mathematics July 2022 - August 2023

Clark College at Vancouver, Washington

- Took Intro to Stat, Business Calculus, and College Algebra during summer quarters.

Credit Transfer in French June 2023 - August 2023

Portland Community College at Portland, Oregon

- Took Elementary French 3 during the summer quarter.

Additional Experience

Student Worker

August 2020 - Present

Seattle Pacific University, Seattle, Washington, United States

Student Worker for the dining services of Seattle Pacific University at Gwinn Commons dining hall

- Optimized the dining area setup to improve service flow, significantly enhancing customer satisfaction during peak hours.
- Maintained a clean and orderly dining environment, adhering to health and safety standards to ensure compliance and customer satisfaction.
- Supported a team of 10+ staff in a fast-paced environment, increasing efficiency in customer service delivery through proactive engagement and problem-solving.

Customer Service Associate

July 2021 - Present

Walgreens, Vancouver Washington, United States

Front-end worker at Walgreens

- Enhanced customer satisfaction by adeptly managing front-end transactions and resolving issues, contributing to a 20% improvement in customer service ratings.

- Deescalated complex customer issues, ensuring a swift resolution and maintaining a high quality of service under pressure.
- Streamlined customer interactions by implementing efficient transaction processes.

Landscaper

Russ's Lawn Maintenance Inc., Vancouver, Washington, United States

June 2018 - April 2019

Volunteering

Youth With A Mission

Bad Blankenburg, Germany

July 2019 - August 2024

- Participated in a Christian missionary trip, contributing to local community support and development.
- Volunteered at a refugee center, facilitating character-building workshops and reflective discussions to aid personal growth among diverse groups.
- Engaged in community service and educational programs in Wittenberg, enhancing cross-cultural exchanges with a local YMCA group.
- Mentored youth through organizing interactive activities, focusing on emotional support and skill development in communication and empathy.

World Relief

Seattle, Washington

May 2022 - June 2022

- Spent the day cleaning and creating a garden at a church to enhance the organization's premises and provide a peaceful, green space for the community.

REST

Seattle, Washington

May 2022

- Assisted in the day-long renovation of a house to create suitable living conditions for low-income individuals and victims of sexual trafficking.

Awards

Eagle Scout

Vancouver, Washington

February 2013 - February 2020

- Held leadership roles including Patrol Leader and Assistant Patrol Leader, guiding peer activities and fostering teamwork and resilience.
- Contributed to various Eagle Scout projects, enhancing local community services through leadership and execution.
- Developed a sustainable outdoor obstacle course for the West Columbia Gorge Humane Society, improving animal well-being by providing engaging exercise options.

Order of the Arrow

Vancouver, Washington

October 2018

- Engaged in a comprehensive weekend of community service, manual labor, and leadership training, enhancing teamwork and personal development skills.