Walter T. Crutchfield

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Current Address:
314 North Dunn
Bloomington, IN 47408

Permanent Address:
1540 Brook Pointe Dr
Indianapolis, IN 46234

EDUCATION

Indiana University, School of Informatics & Computing, Bloomington, IN   May 2018
Bachelor of Science in Computer Science
Major: Computer Science

EXPERIENCE

University Information Technology Services – Bloomington, IN   August 2014-Present
Support Consultant; 15 hours/week   *August 2015-Present*
- Provide technical support to all 8 of Indiana University's campuses as well as all 30 of Ivy Tech's campuses.
- Troubleshoot 15-20 phone calls and close 5 tickets per shift.

Technology Center Consultant Supervisor; 20 hours/week   *May 2015-August 2015*
- Supervised 20-30 consultants per shift helping to resolve any issues they had.
- Trained 10 consultants on the internal working of the company, and how to provide effective customer service.

Technology Center Technology Team; 16 hours/week   *October 2014-May 2015*
- Went on appointments to customer housing to troubleshoot routers, data jacks, and other personal devices.

Technology Center Consultant; 12 hours/week   *August 2014-October 2014*
- Maintained over 15 STC computer labs on the university campus
- Engaged with customers and helped resolve issues, questions, or concerns regarding the technologies provided in the labs.

Fastenal – Indianapolis, IN   September 2013-August 2014
Help Desk; 25 hours/week
- Managed problem tickets as a direct contact for Fastenal stores worldwide.
- Audited inventory, placed orders and diagnosed shipping problems through direct communication between hub and branch managers.
- Responsible for closing 40 problem tickets per 5-hour shift.

G2 Secure Staff – Indianapolis, IN   May 2009-November 2011
Customer Care Agent
- Transported airport passengers throughout the terminal while complying with airport regulations.
- Communicated and worked directly with customers to ensure their needs were met.

Rolls-Royce – Indianapolis, IN   August 2008-May 2009
Accounts Receivable Intern; 15 hours/week
- Sent invoices, created financial reports, and ran queries on the firm's SAP database to organize and gather pertinent information.
- Participated in conference calls with international Rolls-Royce offices to gain insight on company finance.

LEADERSHIP & ACTIVITIES

National Society of Black Engineers (NSBE) - Bloomington, IN   April 2015-Present
Vice President; 5-10 hours/week
- Serve as an executive board member for Indiana University's NSBE Chapter of 15 members.
- Create and run general body meetings.

SKILLS & INTERESTS

Java	Microsoft Office Suite	Traveling
Python	Adobe Suite	Reading
CSS	iOS & Android Dev	Learning
SAP	Windows & Unix	Architecture
Scheme	Football	Drawing
C	Basketball	Technology
PHP	Soccer	Music Production
HTML	Chess	History