Walter T. Crutchfield

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Current Address:
110 West 6th St. Apt. 6
Bloomington, IN 47404

Permanent Address:
1540 Brook Pointe Dr.
Indianapolis, IN 46234

EDUCATION

Indiana University, School of Informatics & Computing, Bloomington, IN   May 2019
Bachelor of Science in Computer Science
Major: Computer Science

EXPERIENCE

IU Communications – Bloomington, IN   September 2016-Present
IT Support Specialist; 30 hours/week
- Mitigate issues by identifying risks and creating company-wide procedures that ensure the secure management of data.
- Serve as direct contact to resolve complex technical problems for the company's finance and administration, visual and audio services, and emerging technologies departments.

University Information Technology Services – Bloomington, IN   August 2014-September 2016
Support Center Consultant; 15 hours/week
- Provided technical support to all 8 of Indiana University's campuses as well as all 30 of Ivy Tech's campuses.
- Troubleshot 15-20 phone calls and resolved 10 help 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 that arose.
- Trained 10 consultants on company policies, 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 108 computer labs on the university's campus.
- Engaged with customers and helped to resolve any issues with the technologies provided in the labs.

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

G2 Secure Staff – Indianapolis, IN   May 2009-November 2011
Customer Care Agent; 40 hours/week
- Transported airport passengers throughout the terminal while complying with airport regulations.
- Communicated 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-December 2016
Vice President; 5-10 hours/week
- Served as an executive board member for Indiana University's NSBE Chapter of 15 members.
- Created meeting presentations and ran general body meetings.

SKILLS & INTERESTS

- Java
- Python
- C
- PHP

- Microsoft Office Suite
- Windows & Mac OS
- SAP
- App Development

- Travelling
- Architecture
- Technology
- Soccer