

# Walter T. Crutchfield

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## Current Address:

360 E Varsity Ln

Bloomington, IN 47408

## Permanent Address:

1540 Brook Pointe Dr

Indianapolis, IN 46234

## EDUCATION

**Indiana University, School of Informatics & Computing**, Bloomington, IN

May 2017

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