

# Jessica Burns

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## Objective

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To obtain an internship at MidAmerican Energy Company in Omaha, NE for the summer of 2020.

## Education

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North Dakota State University, Fargo, ND

*Anticipated Graduation May 2023*

Bachelor of Science in Management Information Systems

## Technical Skills

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- Display effective problem solving skills while troubleshooting student and faculty devices in order to fix their technology problems
- Enhance analytical skills by understanding how the device is meant to perform to gain insight of potential problems
- Gain programming skills when navigating different devices to manually reset and reorganize laptops, phones, and educational equipment
- Efficiently modify programs to successfully improve software performance

## Communication Skills

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- Demonstrate active listening skills when communicating with clients and following up by asking important questions to clarify their needs
- Apply communication skills when working with co-workers and supervisors to effectively relay important information in technical terms
- Illustrate ability to communicate with less experienced individuals about their personal devices to ensure understanding
- Utilize written communication skills when emailing supervisor and students about status on devices and situations

## Intellectual Skills

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- Obtain critical thinking skills while working independently to solve issues without assistance
- Develop compassion while working with distressed students to keep them calm so the problem can be solved
- Optimize data analysis skills when processing data with a goal to increase efficiency
- Successfully organize schedules while coordinating with co-workers and supervisors to arrange student appointments in-person and online

## Work Experience

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NDSU Information Technology Services, Fargo, ND

*August 2019 – Present*

Help Desk Consultant

## Involvement

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- Management Information Systems Club member *August 2019 – Present*
- Disc Golf Club member *August 2019 – Present*

## Software Proficiencies

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- Microsoft Excel – *advanced*
- Microsoft Word – *proficient*
- Microsoft Outlook – *proficient*