**Willie Warhawk**

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EDUCATION

University of Wisconsin-Whitewater Anticipated Graduation: May 2026

Bachelor of Business Administration

Major: Information Technology

Emphasis: Networking and Security

WORK EXPERIENCE

**CUNA Mutual Group**, Madison, WI

*Project Management Intern* *May 2023 – August 2023*

* Designed documentation for new SharePoint slides and the requirements for SharePoint conversion
* Created process maps in Visio
* Developed Gantt chart job aides
* Responsible for creating an online PMO library

**UW-Whitewater Information Technology Services Department**

*Helpdesk Employee/Tier 1 Technician October 2022 - Present*

* Answer phone calls and emails troubleshooting basic computer problems. Actively go into the field to fix basic computer problems.
* Enhanced communication skills while working with users of various experience levels
* Developed critical thinking skills to allow issues to be dealt with in an efficient and timely manner

LEADERSHIP EXPERIENCE

**College of Business and Economics**

*ISACA* *January 2023 - Present*

* Represent the organization at all Dean’s Advisory Council meetings
* Attend weekly chapter meetings to network with industry professionals

TECHNICAL SKILLS

**Software**– proficient with Windows operating system, common enterprise software, both Microsoft Access and HPSS database systems, Microsoft Excel and Visio.

**Hardware –** experience with general troubleshooting of PC desktop and laptop systems. Assisted with installation projects of classroom systems and A/V equipment.