

# Willie Warhawk

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## EDUCATION

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University of Wisconsin-Whitewater  
Bachelor of Business Administration  
Major: Information Technology  
Emphasis: Networking and Security

Anticipated Graduation: May 2026

## WORK EXPERIENCE

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**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

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**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

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**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.