

John Veenstra

1877 Princeton Avenue Saint Paul, Minnesota 55105

Phone: 651-235-2309 Email: veens003@umn.edu

Education

University of Minnesota

Curtis L. Carlson School of Management

Bachelor of Science in Business

Major: Management Information Systems

Minneapolis, Minnesota

December 2017

Work Experience

Ecolab IT Depot

Depot Support Technician

- Receive and triage over 30 PCs and iPhones per day from field representatives
- Document incidents and new equipment assignments in ServiceNow
- Determine appropriate SLAs for incidents and applicable return shipments

Eagan, Minnesota

University of Minnesota Bookstores

Information Systems Assistant

- Collaborate with eight departments and four stores to incorporate their needs into storewide projects
- Utilize my communication skills to mentor new student cashiers and IS assistants in preparation for peak sales seasons
- Troubleshoot register, PC, or service problems while improving customers' experiences
- Update IT asset logs in Excel and store databases, eliminating 70% of out-of-date entries

Minneapolis, Minnesota

Dec. 2016 – Nov. 2017

Customer Service Associate

- Improve error correction processes for managers, including over 15 account adjustments per month
- Solidify cross-functional skills by helping other departments with overdue, multi-step tasks
- Engage customers in a friendly manner, and provide important course and bookstore information

Jul. 2016 – Nov. 2017

Volunteer Experience

Science Museum of Minnesota

Activate Program Volunteer

- Adapt hands-on science and technology exhibits to multiple visitors' needs simultaneously
- Develop instructions and content in response to last-minute exhibit changes

Saint Paul, Minnesota

Oct. 2014 – Present

Skills

Microsoft Visio, Project, and Access

SQL Databases, Information Security, and SAP