Alexander (Alex) Hatzenbuhler

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Education

North Dakota State University Fargo, ND   **Expected Graduation Date: May 2015**
Bachelor of Science degree in Computer Science
- 3.35/4.0 Total Cumulative GPA
- Presidential Honor Scholarship Recipient (Academic Scholarship)

Normandale Community College Bloomington, MN   **January 2010 – May 2011**
- Post Secondary Enrollment Option (PSEO) Student
- 3.8/4.0 GPA

Work Experience

Moolah Based in UK   **January 2014 – October 2014**
Head of Customer Service
- Demonstrated leadership by hiring and managing a staff of 4 to provide 24-hour customer support
- Utilized strong critical thinking by developing a training program on customer support for new agents
- Displayed organizational skills by preparing and managing 750 Bitcoin ($450,000) worth of investments during our public investment rounds
- Applied previous interpersonal and customer service skills to provide customer support to clients who experienced problems using Moolah services

NDSU Information Technology Services (ITS) Fargo, ND   **February 2013 - August 2014**
IVN Technician
- Utilized technical skills by maintaining and troubleshooting video conference calls between colleges
Classroom Technician
- Developed problem solving and computer skills by providing technical support for instructors encountering technical issues with computers, projectors, and other peripherals
- Demonstrated flexibility and adaptability by working on many different technical issues throughout the school

Best Buy Fargo, ND   **October 2013 – January 2014**
Mobile Sales Specialist - Seasonal
- Showcased technical knowledge of mobile devices and other electronics by informing customers about products
- Improved interpersonal skills by dealing with customers to offer exceptional service

Nickelodeon Universe Bloomington, MN   **June 2012 – February 2014**
Ride Operator
- Demonstrated responsibility by ensuring the safety of guests as they move throughout the park and go on rides

Involvement
- ACM, Member (2012 – Present)
- Eagle Scout awarded in June 2007 by Boy Scouts of America Troop 293, in Apple Valley, MN

Computer Skills
Programming Languages: Java; C; C++; C#; HTML5; CSS3; XML; SQL;
Software: Visual Studio; Eclipse; Netbeans; Android Studio; SVN; Git
Operation Systems: Windows; Max OS X; Linux Ubuntu; Android; iOS; Windows Phone