

# Lauren Rodriguez

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## Work Experience

**Service Desk Technician - MGIC- Milwaukee, WI** October 2022 to Present

- Provided technical support with the use of applications such as ServiceNow, Citrix Director, and Bomgar.
- Maintained computer assets to ensure smooth operation and optimal performance.
- Assisted in equipment deployment and training through classes and one on one appointments.
- Conducted both on-site and remote assistance to resolve hardware and application issues during normal working hours and on call.
- Expertise in sealing surface devices and managing the devices in Microsoft Intune.

**Service Desk Technician - UWM / MGIC - Milwaukee, WI** July 2022 to October 2022

## Projects

**Nonprof-IT Wildlife In Need Center - Team Lead/Developer** September 2023 to Present

- Directed a WordPress-based redesign, resulting in a visually pleasing and readable design.
- Used the SCRUM methodology for efficient project management.
- I communicated closely with the client to ensure that their needs and expectations were met.
- Provided the client with a scope statement, style guide and site maintenance documentation.

**Nonprof-IT Jane's Walk MKE/Milwaukee Turners - Developer** January 2023 to May 2023

- Led the integration of Jane's Walk MKE website from Wix to Squarespace, utilizing SCRUM methodology.
- Provided the client with comprehensive documentation including a scope statement and final deliverables.
- Presented project results to stakeholders and peers, and published the final website design.

**MGIC Career Website Redesign** July 2022 to November 2022

- Contributed to the enhancement of MGIC's career webpage by ensuring.
- Facilitated focus groups of 5-10 employees to gather feedback from end-users.
- Collaborated with stakeholders to ensure that the project aligned with their expectations and requirements.

## Relevant Coursework

COMPSCI 250 Intro Computer Programming	INFOST 350 Intro to Application Development
COMPSCI 251 Intermediate Computer Programming	INFOST 410 Database Information and Retrieval Systems

## Skills

HTML	MySQL	Java	ServiceNow	Analysis
Microsoft Intune	Troubleshooting	Communication	Python	Collaboration

## Education

Information Science and Technology University of Wisconsin-Milwaukee, *Milwaukee, WI* Expected Graduation Date: May/2025

Greendale High School, *Greendale, WI* Graduation Date: July/2021