

Ian Crosen
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Summary

Current Miami University Student pursuing a Bachelor degree in Information Technology. Experience in customer service and coordinator roles. Team-oriented, lifelong learner, reliable, and able to communicate effectively. Service-minded with the goal of improving peoples days.

Education

A.A.S. Computer and Information Technology **Anticipated May 2024**
Miami University – Oxford, OH

GPA: 4.00 (on a scale of 4.0)

Relevant Courses:

- Technology, Ethics, and Global Society
- IT Tools and Techniques for Organizations
- Intro to Computer Concepts and Programming
- Enterprise Network Infrastructure
- Information Technology Assurance and Security
- Agile Launchpad I

B.S. in Information Technology **Anticipated May 2025**
Miami University – Oxford, OH

Employment

Program Coordinator **8/2015-Present**

Bright Beginnings Christian Preschool, Springboro, Ohio

Directed Before and After school programs. Implemented new techniques to increase productivity and staff well-being. Supervised a 17 person department through scheduling, holding meetings, and maintaining staff and student records.

Communicated directly with over sixty families on a daily basis. Advised administrators on issues that arose and solved them accordingly.

Shift Supervisor **6/2020-11/2021**

Starbucks, Springboro, Ohio

Managed a morning staff of 12 people. Devised daily plans to meet and exceed company goals. Improved store performance by 58.02%. Instituted new protocol to increase a customer satisfaction score from 23 to 76 (on a scale 1-100). Trained new staff in proper procedures and expectations.

Honors and Certificates

Presidents List (Spring, 2023)

ICAgile Certified Professional

