

# AARON BACKLUND

(612) 308-6202

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Current Minnesota State University, Mankato Student and Student Worker who is striving to help improve the world through technology. Assisted with setup, configuration, and support of tools and technology at Minnesota State University, Mankato. Helped to create support documentation and Desire to Learn training material with Normandale Community College. Provided customer service, technical support, and computer assistance to customers of the Scott County Library. Created and developed various multimedia pieces for Jordan Public School District for events and other campus projects. Designed and architected various online presence materials for the Leukemia & Lymphoma Society and White Dove Foundation.

## KNOWLEDGE, SKILLS, AND ABILITIES

- Has experience working with TeamDynamix software including (TeamDynamix Next and TeamDynamix Mobile)
- Has experience working with Microsoft System Center Configuration tools and software including Management Engine and Right-Click Tools.
- Has experience with customer service-related tasks and providing customer service to the public.
- Has a background in communications and public relations tasks.
- General Information Technology tasks (technical support, account set-up, and configuration, etc.) 4 years
- Provided customer service for different organizations. 4 years
- Assisted with the design and creation of training tools for students and faculty through print, web, and spoken material. 2 years
- Served as an intermediary communicator between students and The Center for Teaching and Learning. 2 years
- Create and maintain D2L and other training sites for students and faculty to use both internally and externally. 2 years
- Hosted and assisted in training events for students throughout the year in student tools such as D2L, Microsoft 365, and Zoom. 2 years
- Developed and maintained online presence and e-commerce pages for multiple organizations. 4 years
- Created recording and voiceover/voice acting work for multiple organizations. 4 years

## EXPERIENCE

**NOVEMBER 29, 2021 – PRESENT**

**IT SOLUTIONS CENTER RESTECH STUDENT WORKER  
MINNESOTA STATE UNIVERSITY, MANKATO**

IT Solutions Center ResTech Student Worker. Provide excellent customer service and technical support to students and staff members, troubleshooting problems, assisting with account setup, and performing various software functions. Created knowledge base documentation for the University's public knowledge base system.

**NOVEMBER 29, 2021 – JULY 31, 2023**

**INFORMATION TECHNOLOGY SERVICE DESK ASSISTANT  
NORMANDEALE COMMUNITY COLLEGE**

Provided technical support assistance with industry-standard IT tools, and communications. Responsibilities included troubleshooting technical issues, assisting with account creation, and performing various support for software. Served as a communication assistant and spokesperson for the college's IT department in tutorial video creation, voiceovers, and audio work.

**SEPTEMBER 5, 2019 – MARCH 24, 2020**

**LIBRARY AIDE  
SCOTT COUNTY MINNESOTA GOVERNMENT**

Under the role of a Library Aide at the Jordan Public Library duties included helping library visitors find the right reference materials, processing interlibrary loans, and signing up visitors for their library card. Provided technical support and basic computer skills training to library patrons.

## EDUCATION

**AUGUST 21, 2023 – PRESENT**

**BACHELOR OF SCIENCE IN COMPUTER INFORMATION TECHNOLOGY  
MINNESOTA STATE UNIVERSITY, MANKATO**

Current student at Minnesota State University, Mankato working towards a Bachelor of Science in Computer Information Technology. Current IT Solutions Center Student Worker assigned to the ResTech department. Member of The National Society of Leadership and Success chapter at Minnesota State University, Mankato.

**AUGUST 23, 2021 – MAY 15, 2023**

**ASSOCIATE OF APPLIED SCIENCE IN COMPUTER TECHNOLOGY  
NORMANDALE COMMUNITY COLLEGE**

Former student at Normandale Community College who graduated with an Associate of Applied Science in Computer Technology. Represented the College in various media work and served as an Information Technology Service Desk Assistant. Served as a member of Phi Theta Kappa with a GPA of 3.7 on a 4.0 scale.

**SEPTEMBER 2, 2017 – MARCH 24, 2021**

**REGULAR COURSE OF STUDY  
JORDAN HIGH SCHOOL**

Former student at Jordan High School who graduated with a high school diploma. Involved in activities such as Robotics, and Concert Band and received multiple awards including Outstanding Academic Achievement in Business and Technology, Student of the Month, and Outstanding Jordan Youth Awards.

## ACTIVITIES

- The National Society of Leadership and Success 2024 – Present (Member)
- Phi Theta Kappa 2022 - Present (Alumni)
- Assisted with the online presence for Team Todd Oakes's Leukemia & Lymphoma Society Campaign enabling them to raise \$66,000 through online donations. 2021-2021
- TechnoTech Robotics Jordan High School 2017 – 2020
- Teen Advisory Board Scott County Library 2017 – 2019

## CERTIFICATES/AWARDS

- Certification in Microsoft Excel Associate 2019 in 2023 from Certiport (Certification ID: 995130501)
- Certificates of Achievement in Business and Technology in the 9th and 10th Grade years.
- Student of the Month awards in the 6th and 8th Grade years.
- Outstanding Jordan Youth Awards in the 6th and 8th Grade years.