

AARON BACKLUND

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Current Minnesota State University, Mankato Student 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 work for various organizations. 4 years

EXPERIENCE

MAY 2024 – AUGUST 13, 2024

**LEARNING TECH SUPPORT SPECIALIST
NORMANDALE COMMUNITY COLLEGE**

Provided communication assistance and served as spokesperson for the college's IT department through tutorial video creation, voiceovers, and audio work. Created training materials and taught various technology tools to students, staff and faculty at the college.

NOVEMBER 29, 2021 – MAY 2024

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

IT Solutions Center ResTech Student Worker. Provides 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
NORMANDALE 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.

EDUCATION

AUGUST 21, 2023 – PRESENT

**BACHELOR'S DEGREE IN COMMUNICATIONS/MEDIA/COMPUTER
INFORMATION TECHNOLOGY**

MINNESOTA STATE UNIVERSITY, MANKATO

Current student at Minnesota State University, Mankato working towards a bachelor's degree in communications, media and computer information technology through an independent study program. 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.

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.