

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. Today, I serve as a student volunteer lead and show host with Minnesota State University, Mankato's KMSU across its two stations KMSU and Mav-FM.

KNOWLEDGE, SKILLS, AND ABILITIES

- Has experience working with TeamDynamix software including (TeamDynamix Next and TeamDynamix Mobile) 3 years
- Has experience working with Microsoft System Center Configuration tools and software including Management Engine and Right-Click Tools. 2 years
- Has experience with customer service-related tasks and providing customer service to the public.
- Has a background in communications and public relations tasks. 4 years
- General Information Technology tasks (technical support, account set-up, 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. 3 years
- Served as an intermediary communicator between students and The Center for Teaching and Learning. 3 years
- Create and maintain D2L and other training sites for students and faculty to use both internally and externally. 3 years
- Hosted and assisted in student training events throughout the year using student tools such as D2L, Microsoft 365, and Zoom. 3 years
- Developed and maintained online presence and e-commerce pages for multiple organizations. 4 years
- Created recording and voiceover work for various organizations. 5 years
- Led radio broadcast operations (including show planning, audio editing, graphics design, and weekly updates) 1 year
- Hosted two radio programs across multiple broadcast stations. (Including Radio A La Mav and Nippon Now!) 1 year

EXPERIENCE

JANUARY 2025 – PRESENT

**IT SOLUTIONS COMMUNICATIONS STUDENT LEAD
(TECHNOLOGY 1)**

MINNESOTA STATE UNIVERSITY, MANKATO

Provided communication assistance and served as a graphic designer for the university's IT department working on graphics and copy for social media, student mobile applications, and the university's intranet. Facilitated cybersecurity campaigns and awareness through poster, online posts, and electronic communications.

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 via 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 TECHNICAL COMMUNICATIONS
MINNESOTA STATE UNIVERSITY, MANKATO**

Current student at Minnesota State University, Mankato working towards a bachelor's degree in Technical Communications with a minor in Computer Information Technology. 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
- Minnesota State University, Mankato's KMSU Mav-FM Student Coordinator and Show Host 2024-Present
- Minnesota State University, Mankato's KMSU Radio A La Mav Student Host 2024-Present

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.