Braeden Haesemeyer

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EDUCATION:

University of Minnesota - Twin Cities   **Minneapolis, Minnesota**
College of Liberal Arts   *August 2017 - May 2020*
Bachelors of Science in Technical Writing and Communication - Information Technology and Design
Minor in Computer Science: Human Computer Interaction
Minor in Digital Media Studies
GPA: 3.5

Normandale Community College   **Bloomington, Minnesota**
Generals   *January 2017 - August 2017*

University of Minnesota - Duluth   **Duluth, Minnesota**
Swenson College of Science and Engineering   *August 2016 - December 2016*
Generals

EXPERIENCE:

UnitedHealth Group - Optum Command Center   **Eden Prairie, Minnesota**
Workforce Command Center Intern   *June 2019 - August 2019*
- Developed an intake form to aid Optum Business Segment Liaisons.
- Automated the compiling and distribution of executive level Intraday reports.
- Edited 30+ Job aids, guides, and procedures.
- Authored 6 Job aids, guides, and procedures.
- Setup the Optum Command Center Intranet site.
- Trained team members in SharePoint development.

University of Minnesota, Athletics   **Minneapolis, Minnesota**
IT Support Specialist   *August 2017 - January 2019*
- Authored and edited knowledge base articles to guide and support new hires.
- Designed labels and asset tags to assist in managing company technology.
- Maintain a database of 1000+ mobile devices and 500+ workstations to audit departmental assets.
- Deployed and provided support for iOS, Dell, Microsoft, and Mac OS devices to ensure coaching staff was equipped with the latest technology.

Twin City Die Castings   **Lauderdale, Minnesota**
Communications Intern   *November 2018 - December 2018*
- Managed social media.
- Authored internal communications.

VOLUNTEER EXPERIENCE:

Technical Writing and Communications Undergraduate Committee   **Minneapolis, Minnesota**
Undergraduate Representative   *September 2019 - December 2019*
- Provided user insight into curriculum adjustments for the major.

SOFTWARE EXPERIENCE:

- Design software: Sketch, InVision, Whimsical, Principle, Lunacy, Adobe Illustrator, Adobe Premier, Adobe Photoshop.
- Programming and Web Development: Github, HTML5, CSS, Sharepoint, JavaScript, SQL, Avaya CMS, Java, Python.
- Support software: Bomgar, BitLocker, Active Directory, Cisco AnyConnect, ABI, ServiceNow, SysAid, WebEx.
- General Software: Microsoft Office, OneNote, Google Drive, Slack, Jabber.

GENERAL SKILLS:

User Experience Research & Design, Usability Analysis, Technical Writing, Autonomy, Time Management