

# Joseph Gunnells

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## Objective:

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Hardworking and driven MIS student at Iowa State University graduating in the Fall of 2021; in search of full time employment opportunities.

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## Technical Skills:

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- Coding: Java, Javascript, Python
  - Amazon Web Services & Cloud Computing
  - IT Infrastructure & Server Maintenance
  - Web Development (back and front end)
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## Work Experience:

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**IT Operations Intern:** Aureon -- Summer 2021 (05/18/21 - 08/15/21).

- Consulting with Clients regarding business requirements, determine firewall policy and routing configurations necessary to satisfy those requirements and implement required policies and configurations.
- Participation in project scoping and technical plan development.
- Managing assigned projects to deliver services in accordance with established objectives.
- Adopting and learning new technologies.
- Liaison with vendors and internal and external resources to ensure proper completion or escalation.

**Operations General Manager:** Buffalo Wild Wings – 09/2016 to 01/2020.

- Oversee all ordering processes, sales forecasting, and inventory reconciliation for the store.
- Drive sales through community outreach programs and fundraisers, raising brand awareness and positivity.
- Analyze sales and labor from previous years to determine efficient staffing and proper budgets for each department. Emphasis on maximizing profits while meeting labor budgets.
- Proficient with Microsoft Office applications (Word, Excel, Access), and NCR Back Office accounting programs to track, log, and analyze information on a day to day basis.
- Responsible for Management teams' training and development including: position trainers, Shift Managers, and Department Managers.

**Senior Sales Associate:** LegalShield -- 01/2015 to 1/2018.

- Market and acquire new customers via email correspondence, cold-calling, and B2B meetings.
  - Work closely with the customer's needs, business or individual, and determine the correct product for them.
  - Continue client relationships for the purpose of retention and further sales opportunities.
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## Education:

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**Iowa State University** – Management Information Systems. 2020 - December 2021 Graduation.

**Des Moines Area Community College** - 2018-2020.

**Kirkwood Community College** – Liberal Arts AA. 2015-2017.