N12241 County Rd Q 920.279.0878

Downing, WI 54734 joel.schroeder92@gmail.com

Joel Schroeder

Leadership **•** Trained employees about procedural practices through experiential learning allowing employees to better understand common practices in the work environment

**•** Demonstrated problem solving and effective decision making skills by empowering employees allowing them to make responsible choices

**•** Frequently recognized and addressed the concerns of clients to optimize customer service

**•** Communicated with and listened to customers to analyze their needs in order to exceed their expectations creating a memorable experience

**•** Took initiative to motivate peers in a professional setting by developing obtainable goals in an encouraging environment

Communication **•** Provided direction on structure within an organization to maintain and increase operational standards

**•** Proposed solutions to upper management efficiently to address relevant issues and recommended improvements

**•** Encouraged team members using positive reinforcement to facilitate a productive culture in the work place

**•** Maintained an open and approachable persona inviting dynamic communication

Problem Solving **•** Performed conflict resolution through listening and sympathetic methods to achieve desired results

**•** Empowered and promoted employee decision making skills through coaching and mentoring of appropriate procedures

**•** Practiced critical thinking in a team environment to accomplish assigned tasks

Employment NICOLLETT ISLAND INN – Minneapolis, MN (612) 331-1800

**Server,** 06/2010 to Present

TOMASO’S - Phoenix, AZ (602) 956-0836

**Lead** **Server, Bartender** 03/2008 to 01/2010

SAGUARO LAKE RANCH - Mesa, AZ (480) 984-2194

**Ranch grounds keeper/Kayak Instructor,** 04/2008 to 01/2010

COWBOY CLUB and REDSTONE CABIN - Sedona, AZ (928) 282-4200

**Dining Room Manager/Server/Event Coordinator,** 02/2004 to 01/2007

NORTHERN LIGHTS BALLOON EXPEDITIONS - Sedona, AZ (928) 282-2274

**Crew Chief,** 03/2006 to 02/2008

SEDONA PINES RESORT, L.L.C. – Sedona, AZ (928) 282-6400

**Off Property Concierge,** 11/2003 to 01/2005

CHILI’S RESTAURANT - Crystal River, FL (352) 563-2392

**Server/QA (Expeditor),** 04/2002 to 09/2003

Education UNIVERSITY OF WISCONSIN - EAU CLAIRE - Eau Claire, WI Bachelors of Business Administration.

Major: Information Systems

Expected Graduation Date: May, 2011 **GPA: 3.0/4.0**

Courses Completed • Information Systems in Business – MIS 240 (Fall 1996)

• Structured COBOL Programming – MIS 304 (Spring 1997)

• Systems Analysis and Design – MIS 310 ( Summer 1997)

* Business Software Engineering – MIS 314 (Summer 1997)
* Data Communication Networks – IS 345 (Spring 2010)
* Fundamentals of Business Programming - Visual Basic 2008 from Visual Studio.NET – IS 304 (Spring 2010)
* Business Software Engineering Programming - Visual Basic 2008 from Visual Studio.NET – IS 314 (Fall 2010)
* Introduction to Object Oriented Programming in Java – CS 145 (Fall 2010)
* Database Systems Management Using Oracle – IS 344 (Fall 2010)
* Advanced Development and Design – IS 384 (Spring 2011)
* Distributed Systems Development – IS 450 (Spring 2011)
* Seminar in Information Systems – IS 460 (Spring 2011)

Computer Skills•Visual Basic.NET• Excel 2007

•Java • Eclipse 3.5

•SQL • Visio 2007

•COBOL• Microsoft Word 2007

•BASIC• Power Point 2007

* Perl •Microsoft Access 2007
* Python • OPNET IT guru 9.1

• Apache Server 2.2 •Amazon Infrastructure Services

• Google App Engine • Open Source