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