

Adam Zdanowski

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EDUCATION

University of Michigan, Flint | Bachelor of Science in Computer Information Systems Sep. 2018– Dec. 2021

- **GPA: 4.00/4.00**
- General Business Minor
- Branstrom Award Recipient; James B. Angell Scholar

Frankenmuth High School Sep. 2014– May. 2018

- **GPA: 4.12/4.00**
- AP Scholar Award Recipient

EXPERIENCE

IT ServiceNow Administrator Jan. 2022 – Present

Nexteer Automotive | Saginaw, MI

- Developed and configured the companion mobile application for use by the entire organization
- Provided ServiceNow support to internal employees by customizing applications, resolving tasks, and solving incidents
- Performed data analysis by finding trends and creating data dashboards and visualizations
- Completed routine ServiceNow tasks like updates, maintenance, survey completion, upgrades, and more

IT Help Desk Intern – Remote Position May 2021 – Aug. 2021

Nexteer Automotive | Saginaw, MI

- Trained other departments how to perform new processes
- Worked and collaborated successfully in an entirely remote position
- Aided with the implementation of a new helpdesk software package
- Created help sheet documents detailing the steps to complete tasks

Manufacturing IT Intern – Remote Position Jun. 2020 – Aug. 2020

Nexteer Automotive | Saginaw, MI

- Created appealing data visualizations to help departments better understand their data
- Gathered project requirements from internal departments to create data-driven solutions
- Communicated with employees from multiple levels of the organization efficiently
- Developed five projects that lessened project completion time from several weeks to hours
- Transformed raw datasets to utilize within the Microsoft Power BI application

Data Research Assistant Dec. 2019 - Jun. 2020

Independent Work | Flint, MI

- Generated a survey using Qualtrics Survey Software for an independent researcher
- Communicated effectively with researcher to develop a professional presentation worthy of a final doctorate project with Microsoft PowerPoint and Power BI
- Performed statistical data analysis of the results

SKILLS AND CERTIFICATIONS

- Google Data Analytics Professional Certificate (Apr. 2022)
- ServiceNow Fundamentals and Service Now Mobile Development (Jan 2022)
- Data Analytics Tools – (Microsoft Power BI, Tableau, SQL, RStudio, Qualtrics)
- Statistics – (Hypothesis testing, statistical experiments, data analysis/visualization)
- Interpersonal Skills – (Proficient communicator, strong team player, and excellent writer)
- Microsoft Office – (Excel, Word, PowerPoint, Outlook, and Access)
- Programming Languages – (Python, C++, Java, MS Visual Basic, HTML5)
- Website Development and Design – (WordPress, Elementor, CSS)
- Graphic Design Applications – (Adobe Lightroom, GIMP, Adobe Photoshop)