



# Wesley Schubert

Help Desk Technician

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 Freeport, IL

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## Experience

### 2024 - Present | Crusader Community Health, Help Desk Technician

Presently I am a part of a newly established and motivated in-house IT team working for Crusader Community Health in Rockford, Illinois. In my current role as a Help Desk Technician, I have had the privilege of working alongside my team as we support Crusader's 400+ employee workforce across the Clinic's multiple Rockford area locations.

This role is allowing me to go more hands-on in the IT field than I had been previously, and has offered me many fantastic learning opportunities. This role has so far allowed me to gain more exposure to IT ticketing systems, Remote Monitoring and Management tools, Active Directory, Microsoft 365 Administration and more. I am excited to continue learning and leveling up in IT, and I look forward to further, future opportunities for growth to be found both at Crusader and beyond.

### 2019 - 2023 | Honeywell, IT Contractor

While under the employment of Stewart & Associates I worked as an IT contractor with Honeywell's IT Order Fulfillment team. My work was focused on the acquisition of IT equipment and assets for Honeywell from global vendors such as Dell, Insight and Amazon. I was also responsible for tracking these assets internally by utilizing and maintaining the integrity of Honeywell's internal configuration management database (CMDB). This position acted as IT asset support for a vast portion Honeywell's global workforce, which gave me the opportunity to build professional relationships with end users, corporate management, and vendors. These professional relationships allowed me to effectively solve problems and accomplish team objectives.

- Gained exposure to databases and basic IT ticketing tools such as ServiceNow.
- Became proficient in Microsoft Excel, while building a good familiarity with data entry, data management and data analysis.
- Effectively procured IT assets from global vendors despite global supply chain shortages.
- Successfully navigated the Honeywell corporate environment to support my end users.

### 2015 - 2018 | Fields of Promise, Produce Sales Representative

Fields of Promise is a farmer's market and direct-to-consumer (DTC) operation of our family farm. While working with Fields of Promise I engaged in agricultural labor by planting, harvesting and packaging fresh produce. I marketed and sold this fresh produce at multiple farmer's markets in Illinois and Wisconsin. Our small team was also able to cultivate business relationships with local grocery stores and restaurants, which expanded our sales beyond DTC markets.

- Consistently completed heavy physical labor and regularly handled packages in excess of 50 lbs.
- Planted, harvested, packaged, marketed, delivered and sold fresh produce.
- Operated delivery vehicles and equipment without incident.
- Engaged heavily in face-to-face customer service.
- Regularly dealt with and handled cash in a fast-paced sales environment.
- Cultivated business relationships with customers that led to increased sales opportunities.

## **2011 - 2012 | Highland Community College, Teaching Assistant**

While taking classes as a student I was simultaneously employed by Highland Community College as a teaching assistant in the math department.

- Graded college student exams and maintained accurate records.
- Assisted Highland instructors with clerical tasks in math classes and computer labs.

## **Education**

### **2012 - 2014 | Northern Illinois University, Bachelor of Science**

- Graduated from NIU in DeKalb, Illinois with a Bachelor of Science degree.
- My major in Political Science had a heavy concentration in statistics, data interpretation and analysis, and International Relations.

### **2010 - 2012, 2013 | Highland Community College, Associate of Science and CNA Certification**

- Graduated in 2012 with an Associate of Science degree.
- Graduated *magna cum laude* as a member of the Phi Theta Kappa Honors Society.
- In the summer of 2013, I completed training through HCC to become a Certified Nursing Assistant. This certification was granted by the Illinois Department of Public Health (IDPH) and is held in good standing while inactive.

## **About Me**

Professionally, I have experience in Information Technology, data entry, administrative office work, product sales, and small-scale marketing. I am a capable problem solver who is a driven, motivated and dedicated worker who brings value to any team I am on.

I currently call Freeport, Illinois my home. Outside of work I'm a tech enthusiast that manages a small home server on my personal network and loves to tinker with PC hardware and systems in my spare time. I highly value and actively pursue constant personal improvement and physical fitness. I enjoy a good challenge, solving problems, and investing my time in areas that have lasting purpose.

Thank you for taking an active interest in my qualifications. Please feel free to reach out to me via email, phone call, text message or via the contact section of my personal website.

