

Michael Ian Christopher Walker

Phone: [REDACTED]

Email: [REDACTED]

Education:

Northern Illinois University

Master of Public Administration – Nonprofit Management Graduated: *May 2015* 3.911 GPA
“Local Government Citizen Engagement via Social Media”

- Primarily focused on citizen engagement – how to encourage people to be involved in making their community better, as well as government transparency, service delivery, governmental acclimation, brand management

NASPAA Student Simulation Competition 2015 – Participant – Indiana University Purdue University Indianapolis

Pi Alpha Alpha Member – inducted Spring 2015

University of Missouri-Columbia

Master of Education – Learning, Teaching, & Curriculum -TESOL Graduated: *May 2012* 4.000 GPA
“The Dynamic TESOL Environment & the Peace Corps' Role Within”

- Language acquisition, teacher and student motivation – especially the motivations of the volunteer teacher; is an additional language considered a second language or new primary: intent, use, method of acquisition

University of Nebraska-Lincoln

B.S. Business Administration – International Business Graduated: *May 2010* Dean's list

University of Nebraska-Lincoln - Study Abroad Experience – 2008: Peru, Ecuador, and Costa Rica

- Corporate Comparisons Project – Compared business models from international souvenir retailers vs. souvenir companies in Lincoln, Nebraska, utilizing custom qualitative and quantitative data compilation
- Key findings: Determined white space in the foreign souvenir market – the opportunity to offer high-end, premium priced products to differentiate authentic cultural goods from imported goods of lower quality

Wheaton Warrenville South High School

Graduated: *June 2006*

High School Diploma

Work Experience:

The Salvation Army – Central Territorial Headquarters, Administrative Assistant & Data Support Specialist

Des Plaines/Hoffman Estates, Illinois *June 2015-Present*

- Provides direct support and research via reports for leadership
- Allocates licenses for SIMS system
- Manages departmental financial database – ensures invoices are handled appropriately
- Works on numerous pre-written reports with the Data Analyst
- Acts as System Administrator for the SIMS system, submits SIMS issues via Collabarango
- Prepares meetings via: scheduling timing and location, transporting personnel, researching and arranging documents, and other necessary tasks
- Leads online/web-based trainings, and participates in various trainings led by others

Leyden High School, Speech Judge

October 2014-Present

Franklin Park, Illinois

- Adjudicates high school student performances relative to predetermined expectations and comparatively
- Constructs written critiques outlining positives and negatives, as well as suggestions for improvement

City of Geneva, Illinois, Community Development Intern

July 2013-June 2015

Geneva, Illinois

- Managed departmental financial database – payables & receivables - processed invoices in tandem with Finance Department – to ensure payable & receivable items align with annual budget
- Entered data - Updated databases on property ownership, Ordinances & Resolutions, and other items
- Drafted building monthly report, compiles departmental monthly and annual report
- Named Safety Committee Vice Chair/Secretary
- Orchestrated the citywide Art on Fire beautification program for 2014 – coordinating volunteer efforts
- Wrote grant applications – including the IHPA CAMP grant, and PeopleforBikes community grant

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- Researched and analyzed policy topics and present to City Council – food trucks, marijuana cultivation centers, marijuana distribution centers, Zoning Board of Appeals fee structuring, fence regulations, and other topics
- Provided quality service to customers – in person, as well as over the phone
- Managed building counter – issue permits, accept payments, answer questions, schedule inspections, enter data in departmental database
- Scheduled and attended meetings and trainings
- Proofread and edited departmental documents
- Conducted general website maintenance and webpage creation
- Analyzed social media metrics for engagement optimization

Whole Foods Market, Produce & Sign Maker

July 2011 – July 2013

Wheaton, Illinois

- Conducted daily inventory management within database to keep an acute awareness of supply chain and delivery timeframes, and allow for strategic purchasing decisions
- Supervised a team of 3 junior associates focusing on workload management, task implementation, hands-on sales and product demonstration training
- Created and maintained accurate signage for entire produce department on an ongoing basis
- Designed and implemented custom product planograms – coordinating weekly restages based on price sensitivity and promotion levels
- Provided quality service to customers – in person, as well as over the phone
- Customer Service Team Member of the Month – October, December 2012; January, February, March, June 2013

Trader Joe's Grocery, Crew Member

November 2010 – July 2011

Lincoln, Nebraska

- Worked in all departments providing quality service to customers including “demonstrating” products: emphasized key selling points like country or region of origin, manufacturer, basic product descriptions as well as cross-selling and cross-promotion.

University of Nebraska, Office of Admissions -
Data Entry Team Member

Multiple semesters from August 2006 – May 2010

Lincoln, Nebraska

- Ensured proper workload management of data entry projects and project coordinator for team
- Created documents and spreadsheets using MS Office (Word & Excel) which included data collection and manipulation, while ensuring data quality and consistency. Verified accuracy of sensitive student data, combining data from various systems to compile spreadsheets utilizing the Talisma database of prospective and current students

Major Volunteer Work:

- Established and coordinated peer-to-peer after-school Chess Exchange Program – 3 years: three fellow high school students and I worked with Hubble Middle School students to engage in chess lessons in Wheaton, Illinois.
- Lincoln Literacy Council: One-on-one English tutor in Nebraska
- Literacy DuPage: One-on-one English tutor in Illinois
- DuPage Children's Museum: 2005: Exhibit Facilitator
- DuPage Children's Museum: 2012-2013: Interned as Administrative Assistant to the Director of Operations: Compiled project manuals, attendance analysis through Excel spreadsheets, fundraiser preparation and other duties for the MASK project, and other child development-centered tasks as assigned.
- NIU Newman Center/Rutherford County Habitat for Humanity – Alternative Spring Break 2015 in Murfreesboro, Tennessee: Spent week working with a team to assist in building new homes, rehabbing homes, cleaning out sheds, assisting within the ReStore shop, and various related activities.

Software Skills: Microsoft Office (Access, Excel, Outlook, PowerPoint, Publisher, and Word), SIMS ServicePoint (MediWare) & ART, Piktochart, database management for Ordinances & Resolutions, website editing via CivicPlus, Lotus Notes, Talisma Student database management software, Blackboard, and other software systems.