

Michael Jackson

4602 Oneida Street, Duluth, MN 55804

mj94@mj94.net

(218) 591-1674

EDUCATION

The College of St. Scholastica Duluth, Minnesota

Bachelor of Science in Computer Science/Information Systems and Psychology

Overall GPA: 3.85/4.00 (Summa Cum Laude)

Lake Superior College Duluth, Minnesota

Cyber Security Certificate, 2016-2017

PROFESSIONAL SUMMARY

I have ten years of experience in social media and online communities, having held roles as a user, peer mentor, moderator, and technical and brand intern. My duties have included policy enforcement, quality assurance, and mentoring community members, as well as identifying and troubleshooting technical issues. I have a working knowledge of the Spanish language.

RELEVANT EXPERIENCE

Web Development and Design Intern, Breathe Easy Productions August 2015–Present

Telecommute

- Direct Creative Team in the development, integration, and application of digital content over various web platforms
- Designed and launched non-profit website meeting client specifications and requirements
- Developed documentation and training materials on CMS and G Suite for client upon completion of project

Technology and Brand Intern, Starlight Children's Foundation August 2015–March 2016

Telecommute

- Tested, troubleshooted, and reported on technical issues within Foundation websites and newly deployed member registration and data management collection system
- Led focus groups with teen members of Foundation's online community to determine desired site enhancements
- Devised and edited technical training documents for use by new website staff members
- Conducted in-depth technical competitive analyses to ensure Foundation web presence is of high quality

Community Leader and Peer Mentor, Starlight Children's Foundation December 2006–June 2015

Telecommute and Special Events

- Served as an online community leader and role model on a social network for chronically ill teenagers and their siblings
- Maintained a positive and safe environment for self-expression and discussions on a variety of topics
- Facilitated placement of Starlight Fun Centers (entertainment consoles) at multiple hospitals throughout Minnesota
- Fundraised and traveled to charity events to help support Foundation goals

Active Listener, 7 Cups of Tea April 2014–May 2016

Online

- Provided thoughtful, compassionate, and empathetic support for web-based peer counseling network through active listening techniques

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ADDITIONAL EXPERIENCE

Fundraiser and Volunteer, The ALS Association

June 2000–Present

Duluth, MN

- Speak and volunteer at annual Kolar Toyota Walleye Fishing Tournament to encourage awareness

Public Speaker and Fundraiser, Courage Kenny Rehabilitation Institute

2006–Present

- Organize and solicit donations from businesses and the public
- Speak at charity events to inform about Courage Kenny Rehabilitation Institute's services and impact

Amberwing Intern, Amberwing, Essentia Health

January 2016–May 2016

Duluth, MN

- Designed and implemented instructional curriculum teaching middle school youth regarding computer literacy and computer science
- Facilitated groups of middle school youth in the education and implementation of Dialectical Behavior Therapy skills
- Identified and assembled lists of mental health agencies and industry professionals in the mental health field for inclusion in public resource directory

Dignitas Mentor/Teaching Assistant, The College of St. Scholastica

September 2015–May 2016

Duluth, MN

- Supported, advised, and counseled first-year students on campus resources and student services
- Coordinated class events, community service projects and facilitated weekly class discussions
- Met one-on-one with students to discuss personal, educational, and professional plans and goals

Team Delta Member, The College of St. Scholastica

May 2012–May 2017

Duluth, MN

- Provided incoming students with psychosocial support, resources, and opportunities to develop positive academic, social, and personal habits
- Familiarized new students with campus services, activities, building locations, and college life issues
- Advised students on class scheduling and registration processes, troubleshooting scheduling conflicts, all while instigating calmness to result in lowered student anxiety

Student Senator, The College of St. Scholastica

May 2014–May 2016

Duluth, MN

- Liaised between Board of Trustees, Administration, Faculty, Staff and Students pertaining to student body needs, and allocated student designated funds for use in College's budget

E-College Mentor, The College of St. Scholastica

November 2013–May 2016

Online

- Facilitated discussions regarding disabilities and college or professional life and encouraged and supported personal growth through online mentoring

Chair and Committee Member, Essentia Health, Legacy of Hope

October 2013–2015

Duluth, MN

- Organized and planned gala raising over \$200,000 supporting the development of a solarium at Essentia Health in Duluth, MN, and executed plans for fundraising efforts throughout the community
- Honored to preside over groundbreaking and grand opening ceremonies of Ina Baker Mitchell Solarium

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HIGHLIGHTED HONORS AND ACCOLADES

Student Leadership Award Finalist

The College of St. Scholastica

May 2016

- Honors graduating seniors who have demonstrated outstanding leadership qualities during their years of attendance at the College of St. Scholastica

Google Lime Scholarship

March 2015

Google/Lime Connect

- Awarded to students who are pursuing a Computer Science or Computer Engineering degree
- Selection based on academic performance, leadership skills, and passion for computer science and technology

Betty Jane France Humanitarian Award Finalist

November 2012

The NASCAR Foundation

- Received \$25,000 donation for Starlight Children's Foundation from The NASCAR Foundation
- Finalists demonstrate that they have made a significant impact on the lives of children through volunteerism or charitable work

ADDITIONAL HONORS AND ACCOLADES

Ben and Jeanne Overman Memorial Scholarship

August 2014

Ben and Jeanne Overman Charitable Trust

Ordean Scholarship

July 2014

The College of St. Scholastica

The Kribs and McAuley Scholarship

September 2013

The College of St. Scholastica

Mooty Scholarship for People with Disabilities

August 2013

Courage Kenny Rehabilitation Institute

Kevin Kolquist Most Valuable Participant Award

June 2013

Kolar Toyota ALS Fishing Tournament Banquet

The Benedictine Scholarship

September 2012

The College of St. Scholastica