

COLE STEELE

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PERSONAL STATEMENT

IT professional with Computer Science background and hands-on experience supporting K12 technology infrastructure. Skilled in systems administration, endpoint management, and user support, with a strong foundation in SQL, networking, and cross-platform environments. Eager to bring technical depth and a people-first approach to a dedicated IT support role.

EDUCATION

University of Minnesota, Duluth - B.S. Computer Science | Sep 2019 - Dec 2023

SKILLS

Languages: TypeScript, JavaScript, SQL, Python, HTML/CSS, C++, Kotlin, Lua

Platforms & Systems: Infinite Campus, Mosyle, Google Admin, Microsoft Azure, Freshdesk, PostgreSQL, Firebase, Linux/UNIX

Tools/Frameworks: Git, NodeJS, React, AstroJS, TailwindCSS, Android Studio, WSL

WORK EXPERIENCE

Information Technology Specialist, Belle Plaine Public Schools, Belle Plaine, MN

April 2024 - Current

- Administered Infinite Campus SIS, managing system configuration, user access and permissions, and student and staff data integrity across the district, while serving as the technical support contact for staff, students, and community.
- Managed district-wide device deployment and MDM enrollment through Mosyle and Google Admin, handling user account provisioning, app configuration, and policy enforcement across K-12 devices.
- Resolved hardware, software, and network support tickets through Freshdesk, serving as the go-to point of contact for all software and hardware needs across K-12 staff and students with a down-to-earth approach and actionable solutions.

Mosquito Technician, Mosquito Squad of Northeast Minnesota, Cloquet, MN

May 2022 - September 2022

- Serviced a diverse client base of over 1,000 accounts in Northeastern Minnesota.
- Communicated directly with commercial and residential clients to spray restricted use pesticides legally and effectively.
- Utilized contracting software to codify client information and pesticide use to EPA standards.

Operations Manager, Amazon, Shakopee, MN

February 2020 - March 2021

- Led and structured teams of 5 to 10 people to improve staff morale and optimize associate performance.
- Facilitated optimal package flow to the facility by coordinating warehouse teams with external shipping contractors.
- Utilized management software to sort and interpret statistical data pertinent to facility operations