

Hayden LaCelle

Phone available by request | hayden.lacelle@wsu.edu | <https://linkedin.com/in/HaydenLaCelle> | Pullman, WA

Summary of Qualifications

- Proven ability to communicate effectively with a variety of parties, from simpler to more complex issues
- Maintaining consistently high grades while also working 15 hours a week, up to 40 hours over breaks
- Integrating leadership skills into classwork and customer communication; prioritizing a user-first approach
- Proficient in software/hardware tools, such as Office 365, Jira Service Management, and Zoom Rooms

Education

Bachelor of Science in **Computer Engineering**; GPA 3.69

Expected May 2029

Washington State University, Pullman, WA

Related completed coursework: C/C++ Program Design and Development, Innovation in Engineering Design, C/C++ Data Structures - Intro

Experience

Research/Technical Worker - Crimson Service Desk, Washington State University Aug 2024 – Present

- Resolved 4,800+ Jira customer service tickets for account issues, software issues, and other technology assistance efficiently and in an engaging manner, resulting in an average 4.8/5 customer satisfaction rating
- Assisted with the upkeep and stable experience of Zoom videoconferencing classrooms via on-site tech support, controlling classroom displays and cameras as appropriate, and moderating meetings as needed, ensuring a positive student learning and professor teaching experience
- Inspected and performed preventative technology maintenance in multiple WSU classrooms and buildings
- Performed system account changes for the purposes of helping users regain access, primarily via password/MFA resets and by re-enabling and unlocking accounts
- Provided in-person and remote assistance for software like Canvas and Microsoft 365

Student Technician, Lake Stevens School District

Jun 2023 – Aug 2024

- Repaired and tested an average of 10+ HP G9 and Acer C871 Chromebooks daily, ensuring the availability of computers available to students through the district's 1:1 Chromebook program
- Enrolled 400 new Chromebooks into Google's device management software with asset identifiers to ensure that new computers could be secured and monitored when given to new students
- Labeled 120 new Chromebooks with their asset identifiers into Cisco Meraki network tracking software, to help schools and students in the district locate lost devices
- Performed hardware (RAM and SSD) upgrades to 80 Lenovo all-in-one desktop computers, increasing computer performance in various computer labs

Honors and Awards

- President's Honor Roll at Washington State University, Fall 2024 and Spring 2025
- Student Leadership Award recipient from the Washington Association of School Administrators

Skills and Abilities

- Customer service
- Account management
- Software development
- Time management and planning
- Device management
- Technical support
- Software design
- Teamwork
- Jira IT Service Desk
- Microsoft 365
- Communication
- Leadership