

WILLIAM R. BURGE

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Technology-focused problem solver with a Bachelor's in Management Information Systems and a foundation in cybersecurity, networking, databases, and business process improvement. Collaborative team member who enjoys learning new systems and supporting users in fast-paced environments

EDUCATION

West Virginia University, Morgantown, WV Dec 2025
John Chambers College of Business & Economics GPA: 3.71
Bachelor of Science in Business Administration
Major: **Management Information Systems**
Minor: **Business Cybersecurity**
Graduated: **Magna Cum Laude**

TECHNICAL SKILLS AND CERTIFICATIONS

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- Certifications: CompTIA Network+ (Oct 2025), Microsoft Office Certified (Apr 2023)
 - Cybersecurity Tools: Wireshark, Cisco Packet Tracer, Azure Security Features
 - Programming & Data: C#, Java, SQL, JavaScript, HTML, CSS
 - Frameworks: ASP.NET Core MVC with Unit Testing, Azure DevOps
 - Business & Analysis: Data modeling, process optimization, SEO, digital marketing
 - Cloud: Azure App Service, Azure SQL Database, Azure DevOps Pipelines

UNDERGRADUATE PROJECT

Winter Activity Tracker Web App Development January 2025 – Dec 2025

- Developed an ASP.NET Core MVC Web Application that served as a info hub and blog for winter sports enthusiasts
- Collaborated in an agile team environment utilizing Azure DevOps for project management, source control, and pipelines
- Provisioned an Azure SQL Server database with Role Based Access and Azure App Service for hosting

WORK EXPERIENCE

Sales Associate Oct 2025-Present
Lowe's, Morgantown, WV

- Provided hands-on technical support to customers regarding paint systems, coatings, application tools, and product compatibility
- Diagnosed customer issues by identifying root causes and recommending corrective solutions.
- Supported high-volume service requests, prioritizing tasks under pressure while maintaining service quality and professionalism.

Washbay Attendant Sept 2021-August 2025
Matheny Motors, Parkersburg, WV

- Adapted to diverse customer needs and requests, delivering tailored solutions to ensure satisfaction.
- Collaborated effectively within a team to maximize operational efficiency and achieve shared goals.
