

# Dylan Zimmerman

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## EDUCATION

### Cleveland Public School

*High School Graduate*

Cleveland, MN

*Sep. 2009 – May 2024*

### Gustavus Adolphus College

*Bachelor of Arts in Computer Science*

St. Peter, MN

*Sep. 2024 – Ongoing, Expected 2028*

## EXPERIENCE

### Shift Lead, Sales Associate

*Best Buy*

October 2023 – Present

*Mankato, MN*

- Led and supervised sales floor operations during peak hours, ensuring team productivity and exceptional customer service.
- Exceeded monthly sales goals by consistently implementing solution-based selling and driving customer engagement.
- Resolved escalated customer issues professionally and efficiently, maintaining high customer satisfaction ratings.

### Customer Service Associate

*Family Fresh*

May 2021 – October 2023

*Saint Peter, MN*

- Provided friendly and efficient service to customers at checkout, helping maintain high satisfaction and repeat business.
- Handled cash, card, and digital payments with accuracy, balancing drawers at the end of shifts.
- Assisted with stocking shelves, maintaining store cleanliness, and quickly resolving customer questions and concerns.

## PROJECTS

### Fire Pit for Camp Fa Ho Cha Campground | *Boy Scouts of America*

May 23, 2023

- Led the planning, budgeting, and construction of a permanent firepit for a local campground, benefiting community groups and outdoor programs.
- Managed a volunteer team of 10+ people, delegating tasks, ensuring safety, and completing the project ahead of schedule.
- Coordinated with city officials and park staff for design approval, material sourcing, and long-term maintenance planning.

## TECHNICAL SKILLS

**Languages:** Python

**Developer Tools:** Git, VS Code, Visual Studio, PyCharm

## AWARDS

### Eagle Scout | *Boy Scouts of America*

May 23, 2023

- Demonstrated leadership by planning and executing a service project: designed and built a fire pit for Camp Fa Ho Cha to benefit campers and staff.
- Completed over 100 hours of community service, including project management, volunteer coordination, and hands-on construction.
- Achieved the highest rank in Scouting, reflecting dedication, discipline, and long-term commitment to personal development and service.