

# ANDREW REED

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## EDUCATION

### Indiana University Bloomington

B.S. in Informatics - Graphic Design  
Minor in Web Design and Development  
GPA: 3.8

August 2021 – May 2024

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## EXPERIENCE

### First Internet Bank | Fishers, IN

Knowledge Management & Development Intern

May 2025 - December 2025

- Led the design and launch of a new site homepage and navigation bar, new department pages, benefits and open enrollment pages, a new hire space, and developed and implemented over a dozen custom scripts to automate actions and simplify workflows, alongside designing and developing various front-end templates including polls, wiki navigation, search bars, and tabbed widgets.
- Delivered multiple Search Analytics read-outs by analyzing search trends and chatbot logs, identifying key improvement opportunities, and processing test results to support AI agent implementation.
- Authored and published approximately 40 new documents and comprehensive documentation covering core team content, HR processes, and Windows 11 upgrade procedures for the company intranet.
- Managed and executed weekly HR communications, including publishing 27 weeks of rotating polls and 12 weeks of homepage carousels, and created and deployed New Hire resources and a Learning Hub to enhance employee onboarding.
- Resolved 18 intranet IT Support tickets and dedicated over 12 hours to Zoom Virtual Agent testing, while also providing training to partners on site roles and usage.

### Azzip Pizza | Bloomington, IN

Shift Lead

October 2022 – May 2025

- Oversaw daily operations and led shifts of up to 8 team members, ensuring smooth store openings, efficient service, and adherence to food safety and quality standards.
- Trained and mentored new team members, fostering a collaborative and performance-driven work environment.
- Delegated responsibilities based on individual strengths to maximize efficiency, team morale, and customer satisfaction.

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## ACTIVITIES & HONORS

### AIGA Student Group at IU

Communications Director	January 2023 - May 2024
Underclassmen Representative	April 2022 - January 2023
Member	August 2021 - April 2022

### SEASON Student Magazine

Layout Designer	August 2022 - May 2024
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### IU Founders Scholar

2022 - 2024

### IU Mirro Informatics Scholarship

2022, 2023

## SKILLS

Adobe Creative Cloud  
(InDesign, Illustrator,  
Photoshop, XD)

Figma, Canva, Affinity

HTML, CSS, Javascript,  
Python, PHP

WordPress, Wix, CMS