

DAWSON MCTHAY

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EDUCATION

Western Governors University

Bachelor of Science in Accounting

Millcreek, UT

Expected May 2027

- Planning to pursue CPA licensure

PROFESSIONAL EXPERIENCE

IBM

Lisle, IL

Oracle ERP Finance Consulting Intern

May 2026 – Jul 2026

- Built 6+ AI-integrated applications for Oracle ERP functional consultants and HR enablement teams, including one projected to save 52 hours per year for each adopting manager
- Delivered an invoice converter, a chart of accounts builder for general ledger setup, and a meeting-notes-to-Jira automation
- Accepted full-time return offer as an Oracle Applications Consultant for public sector clients, starting July 2027

CPU RX

Chicago, IL

Technical Alignment Engineer

Jun 2025 – Aug 2025

- Reduced average quote turnaround from 8+ hours to under 30 minutes while producing \$15K+ in client proposals
- Authored the firm's first AI coding use policy, aligning developer practices with SOC 2, HIPAA, and ISO 27001 controls
- Co-led executive business reviews for 15+ client accounts and supported onboarding of an a16z-backed client

Service Desk Engineer

Oct 2024 – Jun 2025

- Redesigned and automated workflows for 500+ users, cutting manual processing from 1 hour per 30 users to under 5 minutes
- Resolved 1,500+ support tickets and managed 600+ employee onboardings and offboardings across 16 client organizations
- Built the company website and go-to-market campaign (Svelte, Azure, Google Analytics), generating 15 new leads
- Designed an authorized-contacts verification control that blocked 8 high-risk requests

Health Care Service Corporation (HCSC)

Chicago, IL

Service Desk Analyst

Aug 2023 – Feb 2024

- Resolved 4,000+ tickets across 60+ offices nationwide with an 86% first-call resolution rate
- Earned a 100% positive satisfaction rating across 70+ customer surveys

Control Room Operator

Mar 2023 – Aug 2023

- Performed Helix risk assessments for nearly 200 site points and recommended mitigation strategies
- Handled 40+ daily calls, coordinated access across five tenants, and monitored 30+ live video feeds securing 60+ offices

LEADERSHIP AND COMMUNITY INVOLVEMENT

Ladder Up

Chicago, IL

Volunteer Tax Preparer, IRS VITA Program

Jan 2026 – Apr 2026

- Prepared and quality-reviewed 15+ federal and state individual returns for low-income filers in full IRS VITA compliance
- Advised clients on Form 1040, Schedule C, and 1099 income reporting, identifying eligible deductions and credits through structured intake interviews

ISACA (Information Systems Audit and Control Association), Chicago Chapter

Chicago, IL

Member

Dec 2025 – Present

ADDITIONAL INFORMATION

Certifications: IRS VITA Tax Certification; Microsoft 365 Certified: Fundamentals (MS-900)

Finance and ERP: Oracle ERP Finance, general ledger and chart of accounts setup, Excel (pivot tables, VLOOKUP), SQL, QuickBooks, TaxSlayer Pro

Technology and AI: LLM integration, prompt engineering, workflow automation (n8n), Python, TypeScript, REST APIs, Azure, ServiceNow, Salesforce, HubSpot, Jira

Interests: Options trading, fragrance collecting, frisbee, darts