Alexander Searer

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EDUCATION

West Chester University, West Chester, PA
B.S. in *Computer Science* – GPA 4.0
NSA Certificate in Security
2021 Computer Science Department Outstanding Senior Award

January 2020 - May 2021

Delaware County Community College, Downingtown, PA
A.S. in *Computer Science* – GPA 3.5

January 2018 - December 2018

RELEVANT EXPERIENCE

Genesis Healthcare, Kennett Square, PA — *IS Customer Service Analyst*

January 2019 - Current

Provide tier 1 and 2 support for all systems utilized by the company's workforce. Produced reference materials for the support team and the user base. Train incoming analysts. Take ownership of tickets and follow up with users independently. Supported company-wide migration from MS Exchange and Office to Gmail and Google Suite.

Bucknell University Library & IT, Lewisbug, PA — *Tech Desk Consultant and Computer Technician*

September 2013 - December 2015

Troubleshoot cases and aid customers in person, over the phone, or through email. Diagnose problems, search manufacturer and user websites for solutions, be attentive and listen to clients, walk clients through solutions to enhance their understanding and abilities. Maintain excellent records of work performed. Escalate cases when necessary.

OTHER EMPLOYMENT

Olive Garden, Downingtown, PA — *Bartender, Server, Cook*

January 2018 - December 2018

Anticipate the needs of guests, Independently follow corporate specifications, Promote awareness of new products and programs, Maintain strict food contaminate protocols, Weigh expected volume and product levels to maximize efficiency and mitigate waste.

KEY PROJECTS

Headless Linux Server – install and configure server and database to allow for remote access

Custom PC Build – detailed analysis of price points and features to maximize value and ease of upgradeability

SKILLS

Command line interface

Windows and Unix imaging and troubleshooting

Networking fundamentals

Modular problem solving and programming

PROGRAMMING LANGUAGES

C++ – 1 year

Java – 2 years

Python – 2 years

SQL – 1 year

C – 1 year