# Objective

Currently a full time Computer Science student attending Southern Utah University looking for an opportunity to expand and apply the knowledge I have acquired in a workplace environment. I have been working in an IT workplace for two years and have knowledge on issue tracking systems, basic/advanced troubleshooting skills, and in turn, have acquired excellent customer support skills. Java is my primary language and my most recent project was an advanced sorting algorithm that runs in parallel time, adapted to open and sort files.

# Education

## Southern Utah University – Bachelors – May 2019

Major: *Computer Science* – Minor: *Information Systems* GPA: 3.6

# Skills & Abilities

## Languages

* Android
* Assembly Language (Microchip)
* C/C++/C#
* Java
* MySQL
* Python
* Scheme
* Web Development

## Skills

* Significant experience with the JIRA issue tracking web application
* Proficient in Microsoft Office products (Word, Excel, PowerPoint)
* Strong customer support/communication skills
* Very proficient in high stress situations
* Proficient across Operating Systems: Linux, Windows and MacOS. (Bash/DOS commands)

## Projects

* Basic 2048-like game using strings
* Basic Tower Defense game
* C++/Java Spelling Checkers - HashMaps
* Bitonic Merge-Sort built in Java
* Unpublished Android Info App
* RSA Encryption built in Java

# Experience

## IT HelpDesk | Southern Utah University | 2016 -- Present

As a Tier 2 Technician, I serve as frontline support for our IT department. I answer phones, travel to offices, and help students with moderate to advanced computer issues.

## Warehouse Support Staff and River Guide | Western River Expeditions | 2012 – Present (Seasonal)

Safely transport and entertain passengers down certain sections of the Colorado and Green Rivers. Communication and Leadership are a huge factor in the successful completion of a trip. Both skills I have learned to apply in my daily life and in other workplaces. In the warehouse, I am in charge of laundry for all trips.

# References

## Trent Keller – Western River Expeditions

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## Karson Rasmussen – Southern Utah University

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## Ken Jenson – BrianHead Resort



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