

Alex Myers

3209 E. 10th St, Apt J1, Bloomington, IN 47408
alexander.l.myers@gmail.com | (260) 442-7082

EDUCATION

Indiana University, The Media School – Bloomington, IN

May 2023

Bachelor of Arts in Media

Major: Interactive and Digital Media

Indiana University, College of Arts and Sciences – Bloomington, IN

May 2023

Bachelor of Science

Major: General Studies

WORK EXPERIENCE

University Information Technology Services – Bloomington, IN

January 2015 - Present

Information Technology Coordinator | User Support Specialist

- Manage, guide and evaluate consultants whose job duties involved gauging lab equipment, assisting in technology questions, and logging ticket information
- Instructed training to consultants in order to provide widespread positive customer experiences.
- Constructive product management with inventing signage campus-wide to educate customers on our available technologies
- Led an internal team that used data collected from university printers, computers, and other systems to make changes that boosted operational efficiency
- Train and mentor consultants through practicums and trainings, enabling them to expand and fine tune their skills, resulting in better customer service

Consultant

- Provide technical assistance to staff and students relating to user accounts, personal hardware and software
- Resolve hardware, software, and networks errors throughout campus while maintaining university computer laboratories
- Addressed technological inquiries with customers which earned a staff-recognition award for 'Consultant of the Month'

Consultant Supervisor

- Train and mentor consultants through practicums and trainings, enabling them to expand and fine tune their skills, resulting in better customer service

Project Manager

- RICOH signage thingie

Project Manager

- RICOH signage thingie

Smash At IUB – Bloomington, IN

September 2015 – May 2020

Event Manager

- Spearhead efforts on executing ESPN-featured international events averaging 400+ attendees with competitors from the likes of Japan, UK, Sweden, Mexico, Canada and Germany
- Established problem solving skills with running large-scale events
- Managed budgeting to transition our events from running at a deficit to a profitable event every year

Marketing Director

- Utilized strong communication skills able to garner sponsorships and investors.
- Initiated national marketing plan
- Created advertisements that were shown to tens of thousands people between online viewership and events exceeding 1,000 participants

Broadcast Producer

-

Disability Services Assistant

- Collaborated with coworkers to provide timely transitions for attendees to their appropriate positions within the facility for a positive experience
- Dealt with thousands of customers a day accompanying them with constant attention to minute-to-minute activities in order to provide exemplary customer support.
- Mediated disruptive or health-risk customers to create safe customer environments.
- Maintained high-levels of enthusiasm as job required excess walking, assertive organization skills, and constant communication to enhance customer experiences.

TECHNICAL SKILLS

- **Languages:** Python, R, Java, Visual Basic, Ruby
- **Operating Systems:** Windows Server, Linux, UnRAID, Windows 10, MacOS
- **Networking:** Ubiquiti, Switch provisioning, Virtual Machines, Configuring Controllers, Backup Management
- **Other:** Illustrator, Office 365, Creative Cloud, Zoom, Exchange, WinSCP, Box, G-Suite

INTERESTS

Basketball | Homebrew Server | Dungeons'n'Dragons | Audio Production | Smash Bros.