

# Amani Cheatham

## Software Engineer

### Profile

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#### Amani Cheatham

(504)-874-1312

[amanicheatham.business@gmail.com](mailto:amanicheatham.business@gmail.com)

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Dynamic IT Professional with hands-on experience in technical support and network management. Successfully supervised VoIP phone deployment and managed network printers, minimizing downtime and ensuring seamless user connectivity. Proven expertise in inventory management and documentation, enhancing operational efficiency. Skilled in computer networks, technical support, and software debugging. Adept at collaborating with cross-functional teams and delivering exceptional customer service. Eager to leverage my diverse skill set and passion for technology to excel as a Software Engineer. Committed to driving innovation and making a positive impact through cutting-edge software development.

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### Experience

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#### Jones Walker LLP / IT Helpdesk Support

November 2023 - January 2024, New Orleans

Supervised the deployment of VoIP phones across the company, ensuring that the phones had been properly configured for each user to minimize downtime. Managed several Network printers for the company, making sure they were online and that their toners were full, and users were connected to them. Assisted with inventory of several technological accessories, making sure they were up-to-date and accounting for where they were deployed.

#### Louisiana Tech University / IT Specialist

June 2022 - August 2022, Ruston

Contributed to setting up wired connections, tracing cables using a tone generator and terminating cables around campus. Supervised the imaging process over 100 computers, and updated the documentation of the process, ensuring the steps could be replicated. Updated the IT page of the campus weekly using WordPress, ensuring that all information was up to date. Recorded inventory of machines around campus that were updated, verifying that machines were switched properly.

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### Education

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#### Louisiana Tech University/ Computer Science

November 2022, Ruston

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### Skills

Fast Learner | Computer Skills | Customer Service | Ability to work in a Team | Computer Networks | Technical Support | VoIP | Accounting | WordPress | Electrical Wiring | Imaging | Microsoft Windows | C# | C++ | Git | Information Technology | Java | Python | Software Debugging | Unreal Engine | Microsoft Word | Adaptability | Communication Skills | Problem Solving