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Austin Mancini

Education

Fairfield, CT	Sacred Heart University	Currently Enrolled
<ul style="list-style-type: none">- Major: Computer Science, B.S. (in-major GPA: 3.5)- CS Coursework: Software Engineering, Data Structures, Database Design (MySQL), Discrete Structures, Computer Science 111 (C++), Visual Logic/Basic, Human Computer Interaction, Web Development, Computer Org. with Assembler		

Employment

Senior IT Technician	Sacred Heart University	Jun 2019 – Present
<ul style="list-style-type: none">- Promoted to Senior Technician based on proven technical abilities, customer satisfaction, and leadership- Oversees 30 Level 1 Technician's to ensure all technical duties are met with satisfactory performance- Aids in the technical training of new employees- Works closely with fellow senior technicians and other IT staff to ensure the best implementation of IT practices- Administers technical support and solves the basic and more advanced routine user hardware and software problems or questions including desktop computer hardware and software and enterprise system software		

Level 1 IT Technician	Sacred Heart University	August 2018 – Jun 2019
<ul style="list-style-type: none">- Solves and troubleshoots various technical issues on Mac, Lenovo, and Dell- Provides exceptional customer service to a vast array of staff/students/etc.- Aids in assistance of technical issues all throughout the facilities.- Serving as the first point of contact for customers seeking technical assistance over the phone, front desk or on-site.- Direct unresolved issues to the next level of support personnel- Record events and problems and their resolution in logs- Follow-up and update customer status and information		

Employee of the Month	Sacred Heart University	February 2019
<ul style="list-style-type: none">- Awarded Factory February Employee of the month by my colleagues for exceptional IT knowledge, character, and customer service.		

Software Projects

Personal Website
<ul style="list-style-type: none">- Developed a personal website to showcase my software experience.- Fully responsive; mobile, tablet, and desktop scaling.- <u>Utilized:</u> HTML, CSS, Sass, JavaScript, and jQuery

●Skills

● **Software:** (proficient): HTML, CSS, Sass, C++, Git, Visual Studio (familiar): Swift, JavaScript, jQuery, SQL, Bootstrap