

GABRIEL IMLAY

Macon, Georgia 31207
gabe.alex.imlay@ gmail.com
(478) 954 –9395
[Github](#)

Skills Summary

- Knowledgeable in Office 365, MacOS, and Windows
- Proficient using Ticketing Systems (Ivanti)
- Programming Languages worked in: Python, Java, C, C++, Fortran, Lisp, Ada, Julia, Golang, Rust
- Proficient in Object Oriented Programming Practices
- Proficient in Git/GitHub
- Worked with Maven Projects
- JUnit Testing
- Physical System Support
- Incident escalation
- Desktop support
- Remote System Support
- Analytical and Critical Thinking
- Multitasking Abilities
- Technical issues analysis

Education

Mercer University | Macon, GA | Bachelor of Science: Computer Science

August 2020 – May 2024 | Class of '24

- Dean's List Fall 2022
- Received Josiah Penfield Scholarship
- Member of Binary Bears (Coding Club) since 2021
- Continuing education in Computer Science

Experience – 3 Most Recent Positions

Mercer University Information Technology

System Admin Intern | August 2023 - Present

- Revamped IVR phone system for improved efficiency and user experience.
- Implemented Request Offerings and Workflows in Ivanti Service Manager to streamline ticketing processes.
- Automated large-scale ticket processes, including software renewals and bulk order decommissions, using Power Automate and REST API interactions.
- Developed and troubleshooted RESTful API calls to the ticketing system, ensuring seamless integration and data flow.

Strategic Solutions Group, LLC

DevOps Intern | May 2022 – August 2022

- Implemented REST API Calls with the HTTP Client Library for Java
- Web application testing and automation via Selenium and REST API calls
- Postman Proficiency
- JUnit Test creation and Deployment
- Worked as part of a team to create a Proof of Concept for a new feature.
- Utilized GitLab for version control and remote repository storage.

Mercer University Information Technology

Student Help Desk Technician | January 2021 - Present

- Manager since January 2023
- Assisted IT department staff by responding to messages for company's help desk.
- Followed up with clients to verify optimal customer satisfaction following support engagement and problem resolution.
- Provided on-call support for critical issues related to Microsoft Office Suite.
- Explained technical information in clear terms to non-technical individuals to promote better understanding.
- Provided Exemplary IT support to non-technical internal users through desk side support service