
BRENDAN BURDICK
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EDUCATION

Framingham State University Framingham, MA

Candidate for Bachelor of Science Degree

May 2017

Minor: Mathematics

G.P.A. 3.56/4.00

Dean's List and President's List each eligible semester

RELEVANT COURSEWORK

- Software Engineering—Studied the various processes to create software; Semester long group project developing a software that creates fraction worksheets for fourth grade students.
- Java I, Java II, and C++— Practiced analytical problem solving using high-level programming languages; Became knowledgeable in OOD and other programming practices.
- Database Management— Learned about database schemas, database design, and SQL.
- Operating Systems Internals— Explored the components of an operating system; Discussed topics such as multithreading, memory handling, and CPU processing.

RELATED EXPERIENCE

Tech Specialist

Brophy Elementary School,

2017- Present

Framingham, MA

- Promoted from prior position based on excellent review and consistent service.
- Provide helpful technical support to students, teachers and staff of elementary school on a variety of complex computer issues.
- Actively listen to issues and concerns and provide solutions to problems using clear and informative communication skills.
- Oversaw and kept track of hundreds of pieces of equipment and inventory throughout the building; input data and updated pre-existing records.

Help Desk Technician

Framingham Public Schools

2015- 2017

Framingham, MA

- Efficiently supported a large district of schools, ensuring daily business and office operations run smoothly.
- Upgraded basic configurations of access points paying close attention to detail.
- Collaborated with team of network engineers to aid in building upgrades.

CUSTOMER SERVICE EXPERIENCE

Customer Service Representative

Jordan's Furniture

2013- 2017

Natick, MA

- Accurately handled cash and credit transactions during purchases and sales at busy and hectic store.
- Pleasantly greeted customers while directing shoppers to items and merchandise.
- Ensured customer satisfaction at every opportunity.

LEADERSHIP EXPERIENCE

Participant, Emerging Leaders Program

Framingham State University

2013-2014

Framingham, MA

- Nominated for and completed a select program designed to teach leadership and professional workplace skills.
- Practiced public speaking, which will benefit future employers.

COMPUTER SKILLS

- Proficient in Microsoft Office, Word, Powerpoint, and Excel.
 - Knowledgeable with Java, C++, PHP, SQL, and Assembly Language.
 - Familiar with management software, such as Active Directory, Google Admin Console, and Dell's KACE.
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