

# Brett Whitson

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## Experience

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### The University of Tennessee at Martin

October 26, 2020 - Present

IT Technician III

- Provide assistance to student workers on issues that require elevation.
- Provide maintenance, technical support, and troubleshooting for desktops, laptops, mobile, and other devices.
- Help to resolve technical issues with Local Area Networks.
- Develop and maintain knowledge of university systems and share this knowledge with clients to promote computer literacy and efficient use of technology as well as a high level of customer service.
- Participate in the effective operation of the IT Help Desk by taking requests, tracking work tickets, maintaining equipment inventories.

### Joint Accounts

January 28, 2021 - Present

Part-time App/Web Developer

- Develop new, and update existing front-end components according to provided design.
- Design, develop, document, and debug new and existing back-end functionality.
- Provide technical problem resolution for highly complex problems.
- Ensure exceptional code quality and thorough testing on every newly developed feature.

### The University of Tennessee at Martin

April 2018 - August 2020

ITS Field Service Technician Assistant, Config/Install, IT Help Desk

- Configured and prepared incoming PC and Mac machines for the staff and faculty of UT Martin. Installed new machines for staff and faculty.
- Provided field support by diagnosing issues and implementing solutions in a timely manner. Provided technical support in person as well as via computer and phone for faculty, staff, and students at the university.
- Assisted in the training of new Help Desk and Field Services student workers on the usage of the ticketing system and other computer software we used.

### William's Sausage

October 2014 - February 2016

Processing Department

- Created and executed plans each day to ensure that I had the necessary items to finish my work orders.
- Communicated with team members to ensure the safe and efficient completion of tasks.
- Maximized productivity by keeping detailed production records and identifying potential areas of congestion.

### Hampton Inn

September 2011 - September 2013

Front Desk Customer Service Representative

- Handled night audit paperwork, verification of daily room occupancy and hotel revenue reviews.
- Collaborated with housekeeping and maintenance staff to address and mitigate facility issues.
- Performed balance procedures for hotel accounts and resolved discrepancies.

## Education

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### The University of Tennessee at Martin

Martin, TN

Bachelor of Science, Computer Science

May 2020

## Skills

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**Languages:** PHP, Laravel, HTML, CSS, Javascript, JQuery, C, C++, C#, Java, Python3, Haskell, SQL, Bash, Lua

**Tools:** Git, Visual Studio, Atom, Docker, Emacs, Slack, Trello

**Others:** Computer Hardware/Software, Networking Fundamentals, MFD

## Projects

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**Financial/Budgeting Application:** Fall 2017 - Pair programmed to create a finance application in C# using MS Access Database to track and manage spending as well as create budget plans.

**Pseudo-Theremin:** Fall 2018 - Worked as part of a team to create a theremin-like musical instrument with Python and Ruby implemented on a Raspberry Pi microcomputer using ultrasonic sensors and the Sonic Pi application.

**Bipartite Graph DFS Algorithm:** Spring 2019 - Implemented a DFS Bipartite Graph algorithm to determine whether any given graph is bipartite in four different programming paradigms (Imperative/Procedural, Object-Oriented, Functional, Logical/Constraint-based).

**DockerUI:** Fall 2019 - Collaborated with two others to create an intuitive user interface to better manage local Docker containers using Express.js and Electron.

**WebDocker:** Fall 2019 - First Place Undergraduate Presentation, ACM Mid-Southeast Conference. Collaborated with two others to create a web solution allowing users to manage virtualized services (Docker containers) via a browser.