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| ` |  | Objective To obtain a role that will allow me to pursue my passion for software development |
|  |  | EducationUniversity of Pittsburgh-Bradford August 2010-April 2014 Bachelor of Science Computer Information Systems & Technology |
|  |  | Technical Skills **System Administration:** Windows (XP, Vista, 7, 8.1, 10, Server 2003/2008/2012 R2), Microsoft System Center Configuration Manager (SCCM), Linux (Ubuntu, Fedora, CentOS, Mint, Sophos Security Gateway),Mac OS X, Active Directory, Citrix; **Backup Administration:** Symantec Backup Exec 2012 for Servers; **Imaging**: Norton Ghost, Linux FOG, and Redo Linux Distro; **Virtualization**: Parallels Desktop/VMware; **Database Administration**: Microsoft SQL Server/Access; **Programming**: SQL, Python, JavaScript, HTML/CSS; **Other Applications**: Remedy IT Service Management Suite, Lotus Notes, BMC Service Desk Express, SQL Server Management Studio, Microsoft Visual Studio/Visio/Expression Web/Project, Eclipse, Adobe Photoshop/Illustrator; **Scripting**: Perl, Bash, Batch, PowerShell; |
|  |  | Work ExperienceDesktop/Network Support Specialist December 2015-Present **Guthrie Healthcare System Sayre, Pennsylvania**   * Support and coordinate highly visible projects * Provide professional support and guidance to users * Support, maintain, and build Rubbermaid Computer-At-Bedside (CAB) systems * IMACD Support- Install, Move, Add, Change and Disposal * Manage trouble tickets within BMC Service Desk Express ticket system * Collaborate with all teams in Information Services to provide excellent service  Global IT Consultant February 2015-December 2015 **Worldwide Tech Services/Cargill Corp. Wyalusing, Pennsylvania**   * Provide level 2 IT support for the North American region * Provide onsite support to four Cargill locations * Diagnose and troubleshoot PC and network issues * Prepare and deploy new computers * Effectively communicate and cooperate with multiple teams to support the network * IMACD IT Support- Install, Move, Add, Change and Disposal  Volunteer Web Developer March 2013-April 2015 **Bradford, Pennsylvania Kiwanis Club Bradford, Pennsylvania**   * Worked with the club to design and develop website * Attended meetings and presented preliminary designs to the membership * Updated site content and layout when requested * Developed website using HTML/CSS/JavaScript  Desktop Support Technician/Intern May 2012-February 2015 **Global Tungsten & Powders Corporation Towanda, Pennsylvania**   * Collaborated with the IT team to solve customer and network issues * Built and deployed new PCs and printers * Answered calls on the helpdesk and solved customer problems * Punched down and terminated LAN lines from port to switch * Maintained backups of the network using Symantec Backup Exec for Servers * Supervised the work of new interns and assisted them when problems arose * Assisted with the migration of the majority of machines to Windows 7 * Imaged new machines using Norton Ghost/ Microsoft SCCM * Performed network troubleshooting * Worked with the team to provide end user support |