

CASEY BURHOE

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OBJECTIVE

To help develop software with security and privacy as a major focus.

EDUCATION

Johns Hopkins University – Baltimore, MD Class of 2025
B.S. in Computer Science and Cognitive Science
Relevant Coursework: Security and Privacy in Computing, Computer Systems
Fundamentals, Data Structures

EXPERIENCE

Computer Desktop Support March 2023 - Present

- Johns Hopkins Financial Systems Administration – Baltimore, MD
- Troubleshoot help desk inquiries for ~200 financial services staff
- Collaborate with systems engineers to execute software deployment campaigns
- Test and validate new software products
- Manage computers and peripheral hardware
- Maintain data in an inventory tracking database
- Develop batch and PowerShell scripts for remote and

IT Support Intern June 2021 – August 2021

- Allergy & Asthma Associates of Maine - Portland, ME
- Troubleshoot help desk inquiries for ~20 medical and administrative staff
- Collaborate with medical software technicians
- Provide swift support turnaround times in a fast-paced environment
- Take the needs of patients and providers into account when triaging issues
- Implement a patient waiting room self-service kiosk for appointment check-ins
- Consult medical device and software documentation to train staff in their use
- Enable providers to access medical records stored in legacy EMR software

SKILLS

C, C++, Python, PowerShell, Batch, Assembly, Linux-based operating systems, Windows operating systems, Excel, Word, networking, VirtualBox, concurrency frameworks, data structures and algorithms,