CHARL-O DONALDSON

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PROFESSIONAL SUMMARY

Graduate with a BS in Management Information Systems. Seeking full-time employment opportunities. Interested in information security and system/network administration. Experience in data research, technical troubleshooting, and customer service.

EDUCATION

Iowa State University, Ames, IA   Graduation: May 2020

BS Management Information Systems   Major GPA: 3.68/4.0

WORK EXPERIENCE

- **Heady Hall at Iowa State, Ames, IA August 2018 – Present**
  - ✦ **Computer Support Specialist in the Economics & Sociology Department**
  - ✦ Administer computers and users in Active Directory
  - ✦ Update and create IT Documentation for the Economics department
  - ✦ Image workstations - Windows & Mac
  - ✦ Troubleshoot and resolve Faculty and Staff's technical issues

- **Hy-Vee Technology Center, Grimes, IA May 2016 - August 2017, May 2019 – August 2019**
  - ✦ **System Administration Intern – 2016/17**, **Network Systems Intern – 2019**
  - ✦ Installed workstations & Silver Peak SD WANs - 2019
  - ✦ Collaborated on a team that imaged over 6,000 workstations to Windows10 in Hy-Vee stores - 2017
  - ✦ Updated Software/hardware and installed Dell T430 servers in Hy-Vee grocery stores. - 2016
  - ✦ Gained experience with Windows PowerShell, Windows 2012 Server, and Hyper-V - 2016

- **Kingland Systems Corporation, Ames, IA February 2018 - August 2018**
  - ✦ **Data Research Analyst**
  - ✦ Conducted research and completed data entry on corporations and investment vehicles
  - ✦ Used defined procedures to identify relationships and provide validated and credible data
  - ✦ Fulfilled special projects based on customer requests

Skills & Interests

Operating Systems	Software/ Languages	Hobbies/ Clubs
• Windows	• Active Directory	• Iowa State Men's Soccer Club
• macOS	• VMware	• Web Development Club at Iowa State
• Windows Server 2016/2019	• Python	• Co-Founder of Lokoly.com
• Linux	• Git/GitHub	
	• SQL	