

# Colby L. Sawyer



835 NC Hwy 343 South, Camden, NC 27921 P:(252)-333-4057

[colbysawyer37@outlook.com](mailto:colbysawyer37@outlook.com)

## Objective:

A diligent student seeking a full time position where I can showcase my proven customer service, hardware/software manipulation, networking, and teamwork skills. Armed with a demonstrated ability to be a fast learner, hard worker and manager of tasks that require accuracy; despite having to balance significant competing demands.

## Education:

**Bachelor of Science - Computer Science  
w/Minor - General Business Administration**  
*East Carolina University Greenville, NC*  
Fall 2017- Spring 2021  
3.0/4.0 GPA

**Associate of Science- General Education**  
*College of the Albemarle Elizabeth City, NC*  
2016-2017  
3.8/4.0 GPA

## Skills:

- **Technology proficient** (Software, Hardware, Bash/Shell, Citrix Workspace, VMware, Java, C+, CSS/HTML5/SAS, JavaScript, Kotlin, Swift)
- **Database Creation and Management Experience** (SQL, SQLite, MS Access)
- **IoT/Virtualization Experience** (Balena, Docker, Kubernetes, Splunk)
- **Operating System proficient** (Windows, Mac, Linux, Raspbian, Balena)
- **Microsoft Office proficient** (Excel, Word, PowerPoint, Outlook)
- **Familiar with ECU student software** (email clients, Office 365)
- **Familiar with ECU network protocols** (guest service, EduRoam)

## Experience:

### Application Support & Development Internship

Summer 2020

8 Week Program, – **First Citizens Bank – Raleigh, NC**

- Determined software requirements for current banking needs
- Communicated requirements to various organizations within the bank
- Prepared timeline for development of various new software tools
- Determined plans for the implementation of new software tools as well as facilitating change.
- Explored various Diversity and Inclusion initiatives
- Maintained current bank systems by providing outlet for correction of user-based exceptions
- Provided support for users of bank systems while also initiating clear follow-up communications to verify the success of support.

### Academic Research - Multidisciplinary(ITCS/CS)

August 2019 – Current

*Dr. Ciprian Popoviciu - East Carolina University - Greenville, NC*

- Designed, with several other students, a collection of Raspberry PI units mounted to Cisco WebEx technology to monitor network connectivity issues in the hopes of preventing/mitigating downtime.
- Utilized various open-source technologies, such as but not limited to, Docker, Phoronix Test Suite, BalenaOS
- Handled set-up of various physical and virtual labs.
- Utilized SAS, Linux, Balena, Raspbian, IPERF, Cisco AnyConnect software
- Designed and Implemented web-based interfaces to provide a dashboard for user accessibility.

### Electrical Distribution Design Internship

Summer 2017, 2018 & 2019

10-12 Week Program, – **Dominion Energy - Elizabeth City, NC**

- Determined facility design for material, time and cost estimates for the construction and maintenance of residential electrical constructions; as well as relocation of distribution facilities for customers.
- Maintained communication with customers to provide service in a time efficient manner
- Inspected work request job sites, determine metering requirements and prepare sketches of property and service agreements.
- Prepared joint use notification CATV permits, underground agreements, revenue calculations, etc.
- Obtained right-of-way and easement agreements and highway/railroad permits.
- Assisted in service restoration in the field during outages.

**Customer Service & Main Office Assistant**

**January 2018 – January 2020**

**Campus Recreation and Wellness Center - East Carolina University - Greenville, NC**

- Communicated with customers in person and via telephone and direct them to appropriate areas. Permitting access to the facility.
- Used critical thinking skills to handle situations or conflicts that arise and communicate with other staff to resolve any issues.
- Demonstrated knowledge of CRW programs & services including but not limited to: membership options/prices, CRW facilities/procedures, program areas, and professional staff area of responsibilities.
- Handled various payment methods for guest passes, late/lost fees, memberships, personal training sessions, aquatics activities, safety class registrations and lock sales throughout the day. Practice integrity while balancing the drawer at the beginning and end of shift.
- Worked weekends and holidays (even when classes are not in session) on a rotating basis.
- Properly document lost and found items.

**Languages-** English-Fluent, Spanish- Competent, ASL- Competent