Colby L. Sawyer

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**Objective:**

A diligent college student seeking a 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 and complete tasks accurately despite having to balance significant competing demands.

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| |  |  | | --- | --- | | **Education:** | **Skills:** | | **Bachelor of Science in *Computer Science***  **Minor in *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 | * Technology proficient (software, hardware, networks, Citrix Workspace, VMware, SQL, SAS, Java, C+, CSS, HTML) * Familiar with ECU student software (email clients, Office 365) * Familiar with ECU network protocols (guest service, EduRoam) * Project management software literate (Work Management Information, ArcFM/ArcGIS (ESRI Suite), Local Municipality GIS) * Microsoft Office proficient (Excel, Word, PowerPoint, Outlook) * Operating System proficient (Windows (7-10), Mac OS X, Linux, Raspbian) | |

**Experience:**

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| ***Academic Project- Multidisciplinary(ITCS/CS)*** | August 2019 – *Current* | |
| *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. | | * Handled set-up of various physical and virtual labs. * Utilized SAS, Linux, Raspbian, IPERF, Cisco AnyConnect software |

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| ***Electrical Distribution Design Internship*** | Summer 2018 & 2019 | |
| 10-12 Week Program, *–* ***Dominion Energy*** *- Elizabeth City, NC* | | |
| * Determine 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. * Maintain communication with customers to provide service in a time efficient manner * Inspect work request job sites, determine metering requirements and prepare sketches of property and service agreements. | | * Prepare joint use notification CATV permits, underground agreements, revenue calculations, etc. * Obtain right-of-way and easement agreements and highway/railroad permits. * Assist in service restoration in the field during outages. |

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| ***Customer Service & Main Office Assistant*** | January 2018 – Current | |
| *Campus Recreation and Wellness Center -* ***East Carolina University*** *- Greenville, NC* | | |
| * Communicate with customers in person and via telephone and direct them to appropriate areas. Permitting access to the facility. * Use critical thinking skills to handle situations or conflicts that arise and communicate with other staff to resolve any issues. * Demonstrate knowledge of CRW programs & services including but not limited to: membership options/prices, CRW facilities/procedures, program areas, and professional staff area of responsibilities.   ***Languages***- English-Proficient, Spanish-Competent | | * Handle 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. * Work weekends and holidays (even when classes are not in session) on a rotating basis. * Properly document lost and found items. |