Konrad Schaller

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Education
UNIVERSITY OF CINCINNATI | BSIT | FALL 2015 – SPRING 2020
- Major: Information Technology
- Track: Computer Programming/Software Development

Computer & Technical Skills
- **Software**: Adobe Photoshop, Bomgar Remote Connect, Eclipse 2019, Microsoft Office Suite, Netbeans IDE, SQL Server Management Studio, Visual Studio 2017, Visual Studio 2019, Visual Studio Code

IT Experience
WEB APPLICATION DEVELOPER | UC HONORS PROGRAM | JANUARY 2020 – PRESENT
- Publish the application project to the different server environments; development, quality assurance, and production staging.
- Assist implementing requirements from Honors business team.
- Improved WCAG compliance and Accessibility of application by 10%

WEB APPLICATION DEVELOPER | UC PAL | AUGUST 2019 – DECEMBER 2019
- Assisted students, employers, and instructors with Professional Assessment and Learning application issues/questions via the PAL Help email
- Performed PAL-related data pulls on request of Experience Based Learning and Career Education business team
- Assisted lead developer in adding functionality/features to the PAL application
- Performed database management tasks including adding relevant data to tables and altering stored procedures

IT HARDWARE SUPPORT | COMIT | MAY 2019 – AUGUST 2019
- Assisted the University of Cincinnati's COMIT department organize hardware equipment
- PC and Mac imaging of new machines ordered for COMIT department
- Computer workstation setup for COMIT clients
- Updated status on ticketing system of COMIT client hardware orders
- Prepared client orders for setup/delivery to clients

IT SERVICE DESK | IT@UC SERVICE DESK | DECEMBER 2018 – MAY 2019
- Answered incoming service desk calls
- Assisted UC customers with tier I issues via remote software (Bomgar)
- Input and update customers' tickets into TeamDynamix program
- Functioned as UC operator by addressing surface level inquiries and transferring to appropriate parties

IT CONTRACTOR | INSIGHT GLOBAL/TRI-HEALTH | MAY 2018 – AUGUST 2018
- Assisted Tri-Health in relocating over 7,000 employees to new locations
- Worked with Project Managers to efficiently set up employee workstations
- Organized the Information Systems department hardware storage