Nick Brady

Nickbrady530@u.boisestate.edu ❖ (530) 628-3706 ❖ Tacoma, WA

WORK EXPERIENCE

Boise State Department of Geoscience IT Assistant 3   **November 2018 – May 2020**
System/Web Admin   *Boise, ID*

- Maintain and support department website using latest SEO and Accessibility best practices and using WordPress for content management. Also posted website updates using HTML/CSS.
- Provide desktop support (Linux and Windows) and support custom computer solutions to graduate researchers and teaching staff.
- Manage digital signage system, create web forms, large format plotter and printer maintenance.
- Ran weekly YouTube livestreams of Department Seminars and posted to Department Website.

Boise State Office of Information Technology WordPress Team   **Aug. 2017 – July 2019**
WordPress Support Analyst   *Boise, ID*

- Responding to support emails and entering info into ticketing system (ServiceNow and SCSM).
- Fixing HTML, CSS, and Accessibility issues on WordPress website.
- Provide WordPress trainings to university faculty members.
- Building Forms and Workflows using Gravity Forms and Gravity Flow.

Boise State Office of Information Technology Help Desk   **March 2016 – Aug. 2017**
Help Desk Support Specialist   *Boise, ID*

- Assisting Teachers with technology issues such as desktop/laptops(Windows, Mac, Chromebook), projectors, and document cameras, mobile device troubleshooting(Android/Ios).
- Responding to emergency calls and support tickets when there are technical difficulties with projectors, desktop computers, printers, A/V equipment and document cameras.
- Communicate with other co-workers and managements about ongoing technical issues and document all steps of the process in ticketing system(ServiceNow and SCSM).

EDUCATION

Boise State University   **May, 2020**
GIMM (Games, Interactive Media, and Mobile Technology) Major   *Boise, ID*

- 3.5 GPA
- Software development, Game development with Unity (VR and AR), Web Design, Graphic Design, 3D Modeling (Blender), Content Creation with Adobe Suite, Information Technology Networking, Project Management (Working in teams using Agile and Scrum methodologies).
- Graduated in May of 2020.

SKILLS & INTERESTS

- **Skills:** Customer Service, Git, HTML, CSS, JavaScript, C programming, Unity, Adobe (Photoshop, Animate, and illustrator), Microsoft Word, Excel, PowerPoint, WordPress, SEO, Accessibility, Teamwork, Communication, Linux, Desktop Imaging, Mac/ios troubleshooting, ServiceNow and SCSM ticketing, Technical Troubleshooting, Building/Repairing Desktop/Laptops, and Virtual Machines(VMware/VirtualBox).
- **Interests:** Game Development, Skiing, Hiking, Camping, Paddle boarding.