**JUSTIN GRIFFIN**

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**PROFESSIONAL PROFILE**

* Diligent information systems professional with experience in SQL database development and maintenance, iOS app development and IT project management.
* Known for boosting organizational productivity through timely and accurate responses to requests for technical support.
* Able to accomplish tasks with a team, as well as independently.

**TECHNICAL SKILLS**

* *Systems*: Microsoft Windows, macOS, Chrome OS, AWS
* *Software*: Microsoft Office Suite (Word, Excel, Outlook, Access), Norton Antivirus, Ticketing Systems (Salesforce, ServiceNow, Zendesk)
* *Languages*: Python, SQL

**RELEVANT EXPERIENCE**

**Office Depot OfficeMax** | San Jose, CA

**Solutions Advisor** 12/2020-Present

* Diagnose and troubleshoot issues with PCs – including virus removal, file recovery, networking…
* Restore PCs with issues to previous restore point.
* Resolve technical support requests with speed and courtesy via phone, email, and in-person.

**San Francisco State University** | San Francisco, CA

**ITS Service Desk** 08/2019 -03/2020

* Assist faculty and students with tech support issues.
* Handled ServiceNow tickets in order of priority, including follow up to ensure problem was solved.
* Remotely accessed student and faculty PC using Remote Desktop.
* Helped students and faculty set up Duo 2FA, Microsoft Office 365, and Adobe Creative Cloud.
* Assisted guests, resident students get connected to the internet (WiFi, LAN and WAN).

**EDUCATION**

**San Francisco State University** | San Francisco, CA

**Bachelor of Science in Information Systems** 12/2020

Dean’s List - 4 Semesters | GPA 3.9

**Select Major Courses**:

**ISYS 463 - Information Systems Analysis and Design**

* Team Project: Develop a function on an existing website that allows users to order food online via mobile and computer, including current state analysis, business and security requirements, risk assessment, app development, and expected business value after implementation.

**ISYS 464 - Managing Enterprise Data: Principles and use of database management systems in business**

* Team Project: using large, multi-location food service provider as an example, construct a database as part of a data repository. Identify and implement key strategies that allow easy user interface. Develop SQL program to retrieve and analyze data for business decisions.

**BUS 690 - Seminar in Business Policy and Strategic Management**

* Individual Project: “Successes and Failures of Amazon’s Growth Strategies Case Study.” In-depth analysis of Amazon’s corporate growth strategies over time, identifying both major successes and present and future challenges.

**Additional Major Coursework:**

* **ISYS 556 - Building Mobile Business Apps** (Design and develop applications for mobile devices including tablet computers and smartphones).
* **ISYS 575 -** **Information Security Management** (Identification of organization's information assets, threats to these assets, information security strategy to protect assets. Information Security Management).

**Additional Training/Certifications** (expected 2021): CompTIA A+, Network+, Cisco CCNA.

**ADDITIONAL EXPERIENCE**

**U.S Polo Assn.** | Livermore, CA

**Cashier** 05/2019-06/2020

* Operated POS cash register, handling an average of 300 transactions daily.
* Ordered, stocked, and rotated clothing departments, highlighting new products and sales.
* Adhered to all cash handling policies and procedures, including returns.

**Advantech** | Milpitas, CA

**Warehouse Assistant Supervisor** 01/2016-01/2017

* Picked orders by selecting items from warehouse inventory, following list from warehouse management systems.
* Maintained accurate records to help accountants effectively balance books and prepare budgets.
* Checked team activities regularly to monitor performance and safety.

**The UPS Store** | Dublin, CA

**Mailroom Assistant** 01/2014-01/2016

* Oversaw all mail operations for fast-paced organization, managing hundreds of items every day.
* Sorted mail for delivery by different categories to improve shipment timeliness and accuracy.