

Professional Attributes

Integrity
Accelerated Learning Curve
Technology/Globalization
Installation
Strong Communicator
Problem Solving
Troubleshooting
Team Player

Personal Attributes

Creative
Persistent
Self-Starter

Resourceful

Education

The Iron Yard

ITT Technical Institute
Associates of Applied
Science in Computer
Networking Systems

Certifications

Dell Certified Repair
Technician
IBM/Lenovo Certified Repair
Technician

Military Service

United States Air Force
Honorable Discharge

Skills

Ruby/Ruby on Rails, HTML5, CSS3, Bootstrap, SASS
PostgreSQL, SQL, Sinatra, JavaScript, jQuery, GitHub

Experience

The Iron Yard, Indianapolis, IN 2017

Back-End Engineering (Ruby/Ruby on Rails)

- Learned foundations of Back-end Engineering in an intensive and immersive environment
- Daily and weekend projects mimic agile development techniques

World Wide TechServices, Evansville, IN 2015-2016

Field Service Technician

- Perform on-site warranty repair for Desktops, Laptops, and Televisions

Apex Systems, Inc 2014-2015

Astra Zeneca, Mt. Vernon, IN

PC Refresh/Help Desk Associate (2015)

- Image machines per site requirements
- Perform business as usual troubleshooting and break/fix support

St. Mary's Hospital, Evansville, IN

Dell Project Team Technician (2014)

- Image equipment per hospital requirements
- Install/replace equipment at specified locations
- Perform troubleshooting and break-fix solutions along project guidelines
- Verify machines encrypted

Mitchell International for Volt, Evansville, IN 2013

Software Installation Technician

- Make outbound calls to Auto Body Repair shops to install software required for the insurance adjustment process
- Keep appointments for installation with points of contact

Vantiv, Evansville, IN 2009-2013

Help Desk Specialist I/II

- Assist with all aspects of technical support, including on-site visits as needed
- Answer incoming customer inquiries via telephone and work order system
- Review and resolve case tickets in the group queue on a daily basis.
- Follows through on all outstanding case tickets