Andrew Jones

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EDUCATION

The University of Mississippi, Oxford, MS
Bachelor of Arts in Computer Science and Minor in Mathematics, GPA 3.74, May 2020

EXPERIENCE

IT Security Specialist, Application Security, International Paper (Memphis, TN)
April 2022 – Present

- Planned, coordinated, and developed automation solutions for sustain processes to facilitate additional time for projects directed towards innovation and improvement
- Developed and validated PowerBI reports pulling user data from SAP HANA databases
- Completed standard security access requests via direct end user support

IT Business Specialist, SAP Technical Services, International Paper (Memphis, TN)
June 2020 – March 2022

- Completed technical upgrades of SAP and Oracle systems in coordination with associated teams
- Documented and managed projects surrounding database cleanup of SAP Office Tables
- Planned and led the upgrade of legacy systems to enable adaptation to modern applications

Student Computer Support Specialist, The University of Mississippi IT Helpdesk (Oxford, MS)
May 2018 — March 2020

- Provided technical support on any issues involving faculty computers, printers, and various applications
- Kept records of all client interactions via a support ticket system for problems and solutions
- Maintained a knowledge of IT policies and practices to facilitate both user and technical interaction

SKILLS

- Microsoft Office Word, Powerpoint, Excel
- Basic Spanish, German
- Customer Support
- Project Management
- Github
- Python Programming
- Java Programming
- Swift Programming and XCode
- Visual Studio and VSCode
- C# and C++ Programming
- Unreal Engine 5 (Actively developing skills)
- Blender, Unity, GIMP
- Automation Development (BluePrism)
- Debugging of Development Projects