James M. Conroy

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Technical Skills

Programming Languages:

- AWK
- C
- C++
- C#
- Java
- Octave / MATLAB
- Processing
- Python
- Golang
- SQL

Tools:

- GIT
- GitHub
- LaTeX
- Linux
- SED
- VIM
- Windows
- Ansible
- AIX
- Service Now

Work Experience

Associate Systems Analyst **Cigna** **October 2019 to Present**

- Perform eyes-on-glass monitoring of our IT infrastructure using a variety of business standard and internally developed tools
- Triage and resolve IT tickets in response to monitoring and reported issues.
- Manage Incident telephone calls and engage the proper teams to resolve incidents.
- Implement automation to resolve incidents.
- Document process, procedures, and technology
- Create Standard Operating Procedures for the handling of IT incidents
- Correlated ongoing monitoring alerts with active changes and incidents

Technology Services **The Catholic University of America** **September 2015 to May 2019**

- Installed computers:
  - Installed the University's OS
  - Created necessary users
  - Installed and validated necessary software
  - Connected to the Campus' domain for active directory management
- Migrated Campus Computers to new OS
  - Windows 7 to 10
  - Mac OS High Sierra to Mac OS Mojave
  - Using USB install media and PXE network boot.

Technology Center Instructor **Boy Scouts of America** **Summer 2016**

- Lab Administration
  - Installed 25 Ubuntu Linux Computers
  - Limited internet access using the router's MAC white list feature
- Counseled six hundred scouts taking the following merit badges:
  - Personal Management

- Space Exploration
- Electronics

Education

The Catholic University of America **Bachelor of Science, Computer Science** **May 2019**
Relevant Coursework:

- Analysis of Algorithms
- Artificial Intelligence
- Data Structures
- Robotics
- Software Engineering
- Computer Graphics
- Unix Programming

Awards and Honors

Nominated for CUA Student Worker of the Year **May 2018**
Nominated for best Undergraduate Project at CUA Research Day **April 2018**
Eagle Scout **2012**

Projects

Integrated Drones **September 2018 — May 2019**
An aerial drone system to find efficient paths for autonomous ground vehicles.

- Raspberry Pi
- Computer Vision
- Arduino
- Search Algorithm
- Python

Queen Teams Problem **February 2019**
Created an AI to find a solution to a variation of the classic chess queens problem.

- Hill Climbing Algorithm
- C++

K-Distance Domination **April 2018**
This program generates a random vertex edge graph and finds the minimum K distance dominating sub graph.

- Graph-Theory
- Java / Processing