

Jesse D. Tatum

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EDUCATION

B.S. **COMPUTER SCIENCE** MINOR IN **MATHEMATICS**

EXPECTED GRADUATION: DECEMBER 2018

Wheaton College, Wheaton, IL

Cumulative GPA: 3.27/4.00

Dean's List: Spring 2015, Fall 2016

Related Coursework: Programming I & II, Software Development, Data Structures and Algorithms, Introduction to Computer Systems, Networking

EXPERIENCE

TIER 1 SERVICE DESK TECHNICIAN

MAY 2017-PRESENT

SWC Technology Partners, Oak Brook, IL

- Learn and provide support for many different company environments and applications
- Manage and escalate tickets when needed in a timely and effective manner to ensure satisfaction
- Manage infrastructure in Active Directory and Office 365/Exchange
- Contribute monthly to the development of the company-wide knowledgebase

IT STUDENT TECHNICIAN

SEPTEMBER 2016-MAY 2017

Wheaton College, Wheaton, IL

- Assist students and professors with software support over phone, email or in person
- Collaborate with other members of the service desk to troubleshoot issues
- Manage media equipment circulation requests and loans for students and faculty

PAINTER'S ASSISTANT

SUMMER 2016

Dave Painter, DuPage County, IL

- Discuss with clients to establish a clear understanding of desired decorations
- Assure customer satisfaction after jobs through cleaning and clear communication

DORMITORY NIGHT WATCH

OCTOBER 2015-MAY 2016

Wheaton College, Wheaton, IL

- Maintain secure, hospitable environment in the residence hall for all members
 - Clean and organize dorm lobby and conference rooms for the following day
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EXTRACURRICULAR

Code for the Kingdom Participant, *Chicago*, IL

2016, 2017

- Conceptualize, design, and implement projects designed to provide Christian social services

ACCA Programming Competition Member, *Aurora*, IL

2017

- Place in algorithm-based problem solving programming competition

Amplify Acapella Group, *Wheaton College*, IL

2015-Present

- Design concert programs and stage setup. Coordination and audio engineering for events

Composer, Arranger, and Producer for musical arts, *Wheaton College*, IL

2015-Present

OTHER SKILLS

Knowledgeable in Object Oriented programming, software design, and common data structures and algorithms

Skilled with Java, C, Python and basic HTML/CSS, PHP, and Android development in Java

Skilled in revision control with Git and Github on group projects

Fluent in Spanish and English, familiar with French