Jesse D. Tatum

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JTatum95.github.io

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
- Completed minor in Mathematics
- Related Coursework: Programming I & II, Discrete Math and Functional Programming, Software Development, Data Structures and Algorithms, Introduction to Computer Systems

EXPERIENCE

Tier 1 Service Desk Technician   May 2017-Present
SWC Technology Partners, Oak Brook, IL
- Assist with tier 1 support for various companies and work environments
- Manage company infrastructure in Active Directory and Exchange and Office 365
- Train in company environments and applications and contribute learnings to 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
- Train in IT tools such as remote assistance and knowledge bases management

Painter's Assistant   Summer 2016
DuPage County, IL
- Communicate with clients to establish a clear understanding of desired decorations
- Set up and complete requested work. Cleang workspace and confirm client satisfaction

Dormitory Desk Supervisor   October 2015-May 2016
Wheaton College, Wheaton, IL
- Maintain a secure, hospitable environment in the residence hall for everyone
- Clean, organize, and secure dorm lobby and conference rooms for the following day

EXTRACURRICULAR

- Amplify Acapella Group, *Wheaton College*, Wheaton, IL   2015-Present
- Music Composer, Arranger, and Producer, *Wheaton College,* Wheaton, IL   2016-Present

OTHER SKILLS

- Knowledgeable in Object Oriented Programming and design in Java and C
- Comfortable with Android development in Android Studio
- Experienced in revision control with Git and Github on group projects
- Familiar with web design in HTML, CSS, Bootstrap, and PHP
- Knowledgeable in support on MacOS, Linux and Windows systems
- Fluent in Spanish and English, familiar with French