Jacob Aldrich

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https:JakeAldrich.github.io

Education:
Central Michigan University, Mount Pleasant, MI

Graduated: Dec. 2016

Bachelor of Science in Information Technology - Cum Laude
- Minor: Computer Science, History
- GPA: 3.65

Study Track:
Web Development and Multimedia Design

Programming Languages:
Java, JavaScript, and HTML/CSS
Additional coursework in Ruby, Python, C#, and SQL

IDE Experience:
Microsoft Visual Studio
Atom
Eclipse
JetBrains Rubymine and Pycharm

Design Software Experience:
Adobe Photoshop, In-Design, Illustrator
Unity (Game Engine)

Relevant Courses
Principles of Computer Programming
Alternative Programming Languages
Assembly Language & Computer Organization
Object-Oriented Programming A&D

Modern Website Design
Web Site Development
Web App Development - Client-Side Script

Advanced Multimedia Design

Employment Experience:

Central Michigan University – IT Help Desk, Mount Pleasant, MI

2014-2016

Second Level Systems Analyst
- Performed troubleshooting to solve elevelated technical issues
- Maintained a one business day follow up window
- Documented resolution methods within an internal knowledgebase
- Directed interdepartmental workorder traffic appropriately
- Management of personal, and shared group account permissions
- Investigated both incoming, and outgoing email rejections
- Provided feedback and assistance with managing first level analysts
- Assigned personal projects
    - IT Help Desk computer imaging
    - Second Level Analyst internal SharePoint site development
    - Mediated classroom computer deployment

Supported Audience
30,000+ Students, Staff, and Faculty

Documented Interactions
20,000+ In-Person, Phone, E-mail, Chat

Central Michigan University – IT Help Desk, Mount Pleasant, MI

2010-2016

First Level Systems Analyst
- Performed first contact troubleshooting for technical issues
- Independently addressed technical challenges
- Entrusted with high-level security access
- Support not limited to specific software and hardware constraints
- Exceeded employer expectations at the end of each 16 week semester

First Contact Resolution
~80% of All Personal Interactions

Central Michigan University – IT Help Desk, Mount Pleasant, MI

Summer 2011

Media Services Technician
- Performed maintenance work on podiums, projectors, and visualizers
- Recorded daily activity for inventory updates
- Granted clearance to secure locations on campus

Supported Mediated Classrooms
400+ Campus-Wide Mediated Locations