Jason Robinson

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September 16th, 2014

4020 Arctic Fox Dr

Columbia, MO 65202

Dear Invested Party,

Ever since I switched my focus to IT, everything has become clear. I've learned many things about technology, if anything, I've realized there's so much more to learn. Technology is growing at an unprecedented rate, and in the past 10 years we've seen remarkable change in our lives, in part to the rise of technology. Many see it as a crutch that we rely on, I see it as an opportunity to advance our society into a new age. There is no better time than now to actualize our dreams, and I want to help people reach them. We shouldn't ponder on what we should, or could do, but instead take what we've learned and change the world we live in for the better. This is the first step to reaching my dreams, which at it's root, is the desire to help others. Everyone starts their journey somewhere, and IBM offers an environment that will allow my dreams to prosper. Hopefully I can apply my knowledge and will power to IBM's end goals.

The work I accomplished at WireCo WorldGroup as an Intern confirmed my abiity to work in a professional environment. Everyday I worked I came into connect with new challenges that I was responsible to complete. During the internship there were instances when I had to cover for full-time positions. I manned the HelpDesk position not even two weeks into the internship on my own. With the assistance of the other team members, I completed the week long “trial by fire”. That experience set the tone for the rest of my employment, and showed that I was worth my weight to the team.

I hope that my experiences so far will allow me to pursue a long career with IBM. I want to be at the forefront of technology, and to be constantly learning new methods and practices that will help be grow as an individual and professional through IBM.

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| **Summary** | | Information Technology degree graduate looking to build on a summer information technology internship and 3 years of customer support experience to deliver value to an innovative, growing organization. Seeking to achieve high career growth through a continuous learning process and maintain a dynamic, visionary and competitive spirit that contributes to the organization’s success. |
| **Education/Certifications** | | * ***BS – Information Technology – College of Engineering –***   ***Expected December 2014***  University of Missouri, Columbia, MO   * ***Minor – Business – College of Business***   University of Missouri, Columbia, MO   * ***General Education***   Longview Community College, Lee’s Summit, MO |
| **Experience** | ***Summer 2014 WireCo WorldGroup Kansas City, MO***  **IT Intern**  Summary: Assist with daily operations as well as first and second level support. Shadow professional IT positions such as Helpdesk and Technical Analyst. Exposed to Corporate IT methods and policies, as well as Corporate structure as a whole. Utilized enterprise level programs and functions to assist internal users and endpoints.  **Technical Support Analyst:**   * Performed Help Desk functions including identification of problems, resolution, and insure timely escalation of higher level problems. * Interfaced with users in support of IT equipment moves, installs and schedules. * Supported the development, deployment, configuration, and maintenance of desktop software and updates using Microsoft Systems Center Configuration Manager. * Supported and install PC security components for the organization such as anti-virus engines, bit locker. * Collaborated with other IT Department staff members on projects and support issues. * Worked with other department managers and remote locations around the globe to insure acceptable levels of response time, stable networks, and dependable end user computing needs.   **Helpdesk Administrator:**   * Performed Help Desk functions including identification of problems, first level problem resolution, and insure timely escalation of higher level problems. * Maintained Helpdesk Ticket database. * Provided support to sales personnel and staff for the WireCo Salesforce.com application, including password resets, basic training, and general troubleshooting. * Supported Cell phone user community and assists with issues. * Interfaced with users in support of moves, installs and schedules. * Supported electronic mail system and administration as directed. * Reviewed virus software logs and maintained Antivirus admin console to monitor endpoints. * Provided assistance to Network administrator in problem resolution for users at both the Network and PC levels for hardware and software. * Administration of Active Directory including adding new users, changing users roles, or disabling accounts at the direction of management and in compliance with SoX. * Helped administer with Microsoft Exchange, email creation/deletion, archive administration, and other email policies and procedures.   **Student Projects**  Assignment Submission Software:   * Software designed to allow students easy submission of assignments through UNIX command line or website. * Instructor and TA given permissions to download, grade assignments. * Software Engineering process and documentation, source code. * Created using C, SQL, and JavaScript   Health and Fitness Mobile Application (Ongoing):   * Tasked with working with a team to create an application, consists of Journalism and CS/IT students. * Application will be created in iOS 8 environment using Swift.   Short Skills:   * Use of C – C++ – Java – HTML – JavaScript – SQL/DBMS – Swift/iOS 8 | | |