

# Jason Schriver

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## EDUCATION

### **EASTERN WASH. UNIV.**

**BAE SPANISH,**

**CERTIFICATION MINOR IN CHEMISTRY**

2015 - Exp. Jun 2019 | Cheney, WA

Cum. GPA: 3.4

- Minor: Communication Studies

### **GONZAGA PREP. SCHOOL**

**HIGH SCHOOL**

2010-2014 | Spokane, WA

- Honor Roll (All Semesters)
- Summa Cum Laude
- NHS Honor Cords
- NSDA Seal of Distinction

## CERTIFICATIONS

- College Reading & Learning Association: Certified Tutor - Level 1
- College Reading & Learning Association: Advanced Certified Tutor - Level 2

## COURSEWORK

### **Notable Major Classes**

- Intro. and Advanced Spanish Grammar
- Spanish-American Civilization and Culture
- Spanish Linguistics
- Spanish Literature
- Spanish Poetry

### **Minor Endorsement: Chemistry**

- Chemistry in Today's Society
- General Chemistry I-III with Labs
- Organic Chemistry I and II, Lab I

### **Other Classes of Interest**

- General Physics I-III with Labs
- Introductory Programming (Java) I and II

## SKILLS

### **TECHNICAL SKILLS**

**Desktop**

- Microsoft Office 97-2016
- Windows XP - 10
- Mac OS X •Linux

**Mobile**

- Android as primary device
- iOS as secondary device
- Programming**
- HTML •Java • $\text{\LaTeX}$  •PHP

**Web Services**

- Wordpress, other CMSs

## WORK EXPERIENCE

### **IT Professional Assistant | 2/2018 - Current**

Provide hands-on, Tier 2 support for technology resources on campus. Visit classrooms, offices and labs to repair and replace equipment.

### **Help Desk Student Lead | 6/2017 - Current**

Manage scheduling of student-employees, conduct interviews to hire new workers, manage conflicts between employees. Train student-employees on phone systems, account management tools and how to run the counter. Create and maintain training documentation for staff inside and outside of IT. Advertise Help Desk Services through fliers, posters, and online presence. Collaborate directly with Senior Manager of Campus Technology Services, Service Center Supervisor, and Desktop Solutions Manager to provide insight from student perspective. Run reports on data collected through ServiceNow and in-house solutions to maximize efficiency in scheduling students.

Notable Projects:

Continued Help Desk Specialist Duties as detailed below

### **Help Desk Specialist | 9/2015 - 6/2017**

Assist with university computer systems, primarily via phone support. Perform maintenance and provide software/hardware support for both EWU and Student-owned desktop and laptop computers. Prepare excellent documentation of accepted procedures used by department and clients. Create and attend to over 3,000 request tickets. Deploy/Redeploy MDM managed iPhones and iPads and condition used devices for re-use.

### **UNIVERSITY OF WASHINGTON | SEATTLE, WA**

#### **ITS Student Assistant | 10/2014 - 6/2015**

Utilized DISM Image Deployment to prepare new machines for delivery. Repaired faulty hardware and provided support for many different vendors' software. Inventoried, prepared and delivered all retired technology to Surplus. Coordinated with other students to respond to Help Desk requests for computing assistance on more than 1,000 public and staff computers. Provided input for successful proposal to Student Technology Fee Committee for \$325,000 in funding for new technology.

## AWARDS

Univ	Academic Scholarships	Dean's List: Spring 2015, Fall 2016, Winter 2018 R.G. Andres Scholarship for Outstanding Education Student P. Jones Scholarship for Excellence in Spanish Leadership 1000 Scholar Washington State Opportunity Scholarship Charles Denny Scholarship, Undergraduate Grant (UW) EWU Grant and Eagle Award (EWU)
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## EXTRA-CURRICULAR ACTIVITIES

2017-Present	<u>EWU Student Technology Fee Committee</u> Student At-Large
2017-Present	<u>EWU Student Legislative Action Committee</u> Student At-Large
2016-Present	<u>EWU Astronomy Club</u> Secretary and Treasurer Facebook Page