

# 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

## 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 •L<sup>A</sup>T<sub>E</sub>X •PHP

### **Web Services**

- Wordpress, other CMSs

## WORK EXPERIENCE

### **EASTERN WASHINGTON UNIVERSITY | CHENEY, WA**

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

Provide hands-on support for technology resources on campus via Service Center dispatch for high urgency requests. Coordinate with vendor support for malfunctioning equipment still in-warranty. Deliver retired equipment to Surplus. Deploy OS images on new and in-use computers using Smart Deploy and JAMF Self Service. Maintain/Replace Responsible Print Service (RPS) printers used on Pharos Uniprint system. Replace batteries in desktop-grade UPSs. Activate ports in BETs/IDFs.

#### **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 walk-up services. Create and maintain training documentation for staff. 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 student perspective. Run reports on data collected through ServiceNow and in-house solutions to maximize efficiency in scheduling students.

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. Assist Full-Time Staff with deployment of MDM-managed iPhones and iPads and condition used devices for re-use.

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

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

Provided IT Support for 12 Libraries. Utilized DISM Image Deployment to prepare new machines and repurpose current inventory. Repaired faulty hardware and provided support for many different vendors' software. Inventoried, prepared and delivered all retired technology to Surplus. Responded to Help Desk requests for computing assistance on more than 1,000 public and staff computers. Gave 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 EWU Grant and Eagle Award (EWU)
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## EXTRA-CURRICULAR ACTIVITIES

2017-Present	<u>EWU Student Technology Fee Committee</u> <u>Student At-Large/Voting Member on STF Initiatives</u>
2017-Present	<u>EWU Student Legislative Action Committee</u> <u>Student At-Large</u>
2016-Present	<u>EWU Astronomy Club</u> <u>Secretary and Treasurer</u>