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60(165,0) Last Updated 8th April 2018

Jason Schriver

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1 Education

1.1 Eastern Wash. Univ.

**BAE SPANISH,
CERTIFICATION MINOR IN CHEMISTRY**
2015 - Exp. Jun 2019 | Cheney, WA
Cum. GPA: 3.4
•Minor: Communication Studies

1.2 Gonzaga Prep. School

HIGH SCHOOL
2010-2014 | Spokane, WA
•Honor Roll (All Semesters)
•Summa Cum Laude
•NHS Honor Cords
•NSDA Seal of Distinction

2 Certifications

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

3 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

4 Skills

4.1 Technical Skills

Desktop

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

Mobile

- iOS •Android

Programming

- HTML •Java • \LaTeX •PHP

Web Services

- Wordpress, other CMSs

5 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. 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.

6 Awards

Univ	Academic Scholarships
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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)

HS	Academic	Speech/ Debate
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NHS Commended Tutor
Presidential Academic Awards
National Forensic League Seal of Distinction
Debate Speaker Award

7 Extra-Curricular Activities

2017-Present	<u>EWU Student Technology Fee Committee</u>
	Student At-Large

2016-Present	EWU Astronomy Club
	Secretary and Treasurer

2015-2016	<u>Teacher's Aide at St. Charles School</u>
	Taught Spanish to Elementary School Students

2013-2014	<u>Teacher's Aide at St. Aloysius Gonzaga School</u>
	Graded Student Papers, Provided 1-1 Additional Support

2011-2014	<u>Teacher's Aide, NHS Tutor at Gonzaga Prep</u>
	Taught Debate Classes to Freshmen
	Graded Student Papers, Organized Lessons
	Tutored Students in Spanish and Chemistry Classes
	Provided General Technical Support in 1:1 iPad Environment