

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 • \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:

- Created multiple visually appealing advertisements for Help Desk and STF-funded services (i.e. LinkedIn Learning/LyndaCampus) to be published across EWU campus.
- Digitized Repair Contracts and Point of Contact forms using Microsoft Forms and SharePoint, reducing necessity for students to complete a contract each time they visited, allowing enhanced data collection which never had been done for this purpose. Utilized the data to analyze and propose changes to hours of operation to maximize efficiency. (S 2017-W 2018)
- Assisted Desktop Solutions Manager to create a recurring funds proposal for LinkedIn Learning/LyndaCampus to submit to EWU Student Technology Fee Committee using a combination of quantitative data from administrative dashboard and qualitative data requested from "active" users of the service using Mail Merge to include individualized data. (F 2017)

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	EWU Astronomy Club