

# John Doyle

Aurora, Ohio 44202 • 330-840-8399 [johntdoyle796@gmail.com](mailto:johntdoyle796@gmail.com) • [www.linkedin.com/in/jdoyle5](http://www.linkedin.com/in/jdoyle5)

---

## **EDUCATION**

Bachelor of Business Administration

### **Kent State University**

Major: Computer Information Systems

Graduation:

December 2020

Kent, Ohio

GPA: 3.075

## **SIGNIFICANT COURSEWORK**

Cloud Systems Computing, Cloud Infrastructure, Quantitative Business Analytics, Project Management and Team Dynamics, Computer Systems Analysis and Design, Programming Theory and Applications

## **CLASS PROJECTS**

### **Computer Systems Analysis and Design**

Semester: Spring 2019

- Completed a mock Scrum project with four team members by automating order intake through order fulfillment.
- Used models such as Entity Relationship, Use Case, Activity, and Unified Modeling Language diagrams to document current state and define future state of the system.

### **Cloud Systems Computing**

Semester: Spring 2019

- Led a four-person team in the creation of a point of sales system using HTML, PHP, and JavaScript.
- Guided, coordinated, and delegated to team members during different phases of the project.
- Coached team through issue identification and triage to properly resolve the issue.
- Fixed errors and wrote/updated code

### **Programming Theory and Applications**

Semester: Fall 2019

- Worked with four team members to create a mortgage and loan application in Visual Studio using C# (C Sharp).
- Wrote and updated code for loan application.
- Application created using Windows Forms App (.NET framework)

## **SKILLS**

C#, HTML, PHP, JAVA Script, SQL, Microsoft Word, Excel, Visual Studio, RStudio, SAP ERP, Business Analytics, Data Management, Project Management, Scrum Methodology, ServiceNow

## **WORK EXPERIENCE**

### **Vox Mobile, Independence, Ohio**

February 2023 – Present

#### *Fulfillment Specialist*

- Utilizing ServiceNow, keeping track of inventory, client information and completing tickets in a timely manner.
- Multitasking by working on multiple tickets/devices at a time to maximize work efficiency.
- Communicating with client IT professionals in completing configuration and troubleshooting for specific tickets.
- Working with clients and colleagues to create workflows, ensuring configuration steps are easy to follow.
- Collaborating with multiple team members on demanding projects.

### **Mazzulo's Market, Aurora, Ohio**

July 2019 – February 2023

#### *Manager, Customer Service*

- Operating independently in a fast-paced environment.
- Helping customers find desired products and answering questions.
- Taking/delivering catering orders, while making sure all customer expectations are met.
- Managing/working with 3-5 co-workers to assist customers and get them in and out of the door as efficiently as possible.
- Managing inventory and ordering replacements if needed.
- Opening/closing the store ensuring duties are done properly and in a timely manner.

### **The Bertram Inn and Conference Center, Aurora, Ohio**

June 2017 – August 2017

#### *Banquet Server*

- Collaborated with 5-8 other staff members, prepared rooms for events, cleaned, served guests, and made sure guest expectations were met in a timely and respectful manner.