

# Merrick Rumel

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Computer engineering major with a strong background in system administration. Detail-oriented and organized with a creative mindset and strong project management abilities.

## Education

Western Michigan University, Kalamazoo, Michigan..... Expected graduation fall 2020

- Major: Bachelor of Science: Computer Engineering
- Minor: Computer Science, Math

## Experience

IT Help Desk-Student Lead– Western Michigan University.....April 2018 – Present

- Manage and supervise roughly 20 student technicians assisting others with computer issues.
- Communicate effectively and clearly with customers over the phone to quickly and correctly assist them with their issue.
- Assist customers in person when they enter the help-desk to quickly and correctly assist them with their issue.
- Follow proper guidelines for removing sensitive material in accordance to DMCA.

Innovation Club - Equipment & Technology Director..... Spring 2017 – Present

- Manage equipment in the university makerspace to insure usability for all members.
- Manage the specialized computer equipment in the university makerspace to further member's innovative spirit.
- Have in-depth knowledge of Arduinos and single board computers, such as the Raspberry Pi, to help general members complete their projects.

IT intern – Fisher & Company..... Summer 2017

- Fulfilled general hardware and software requests in a helpdesk system.
- Built servers for multiple production environments.
- Assisted in the setup of 2017 AutoCAD license server and client-side applications.

IT intern – Fisher & Company..... Summer 2016

- Oversaw keeping software current in a large production environment.
- Fulfilled general hardware and software requests.
- Assisted with outfitting a new facility with ethernet and Wi-Fi.

IT intern – Fisher & Company.....Summer 2014

- Oversaw maintenance of all shop floor hardware to insure continuing stability.
- Configured workplace laptops for office employees.
- Created computer terminals for shop floor use.

## Skills

Software proficiencies: Microsoft Office, AutoCAD, Inventor, Solidworks, LTspice

Coding proficiencies: Java, JavaScript, Labview, PowerShell, and C

Markdown proficiencies: Markdown, HTML, and CSS

Operating System proficiencies: Windows 7, Windows 8, Windows 10, MacOS X, and Linux/Unix