

Rick Gray
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OBJECTIVE

Seeking a position in the Computer Science field utilizing over 3 years of IT troubleshooting experience and technical skills.

EDUCATION

Bachelor of Science in Computer Science
Minor in Mathematics

May 2017

University of Houston – Houston, TX
Bachelor of Science in Computer Science

GPA in major: 3.84

GPA cumulative: 3.64

EXPERIENCE

JP Morgan & Chase – Houston, TX

Jun 2015 – Aug 2016

Technical Analyst

- Saved the company \$5.6 million annually through onboarding automation
- Aided in development and launch of ticket system
- Automated ticket and communications for help desk team
- Manually decommissioned over 75 Windows/Linux servers

Bits & Bytes Computers – Katy, TX

Apr 2014 – May 2015

PC Technician

- Troubleshooted and assessed various hardware or software with success
- Effectively diagnosed client damages to equipment
- Repaired or overhauled any and all devices
- Successfully desoldered and replaced up to 5 components in an hour

Your Local Computer Store – Katy, TX

Jul 2013 – Mar 2014

PC/Onsite Technician

- Provided excellent customer service while being responsible to repair 4-5 PCs
- Facilitated all customer transactions and relations
- Performed 2-3 scheduled onsite responsibilities in a week's time
- Developed client relations which led to personal requests as the official onsite tech

RELEVANT COURSEWORK

- C++
- Java
- SQL
- Web Dev

SKILLS

- A+ Certification
- Studying for CCNA