Ethan Orcutt

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# Education

## University of Houston

### B.S. in Computer Information Systems - Fall 2017

Major GPA: 3.567 / Cumulative GPA: 3.027

# Skills

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| --- | --- |
| * Relational Database Design * Java and C++ Programming Languages * Web Development (HTML5, CSS3, JavaScript, PHP, SQL) * Experience with configuring web servers on the LAMP stack | * Professional training with iOS and OS X * Troubleshooting and repair of Windows OS 7 – 10 * Experienced in Microsoft Project and Visio * Proficient in Microsoft Word, PowerPoint, Excel, Access, Outlook |

# Professional Experience

## Cougar Byte January 2016 – July 2016

## Computer Technician

* Performed troubleshooting and repair of Windows and OS X based systems.
* Utilized specialized tools in order to increase repair efficiency.
* Coordinated with other technicians to increase service desk turn-around time.

## Apple Inc. March 2015 – July 2015

## At-Home Advisor (Level 1 Technical Support)

* Diagnosed issues for iOS and OS X devices over the phone.
* Maintained a satisfactory call time in addition to a 100% customer satisfaction rate.
* Worked closely with team members to troubleshoot difficult issues, as well as to increase our team metrics.

## Dan Nicholson Plumbing June 2011 – August 2014

## Web Developer

* Designed and developed company website.
* Provided technical support and maintenance for website upkeep and email configurations.

# Relevant Coursework

## University of Houston

### Undergraduate Studies

* Systems Analysis course:
  + Served as Project Manager for a group of 7 that performed an in-depth analysis of a plumbing company in order to understand their current business structure and processes.
  + Analysis included interviews, questionnaires, and JAD techniques in order to develop a new solution for the company.
* Database Management course:
  + Developed a SQL Server database paired along with a Java GUI to enhance current business processes.
  + Overhauled team workflow by introducing an accountability factor and proper hard deadlines.
  + Improved company efficiency by 50% with the introduction of automated document processing.

# Honors & Activities

* Dean’s list, University of Houston (Spring 2015)
* President’s List, Lone Star College (Fall 2013, Spring 2014)
* Secretary, Association of IT Professionals (Fall 2016 – Spring 2016)