

# Mitch Lindsay

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[www.mitchlindsay.me](http://www.mitchlindsay.me)

Education		Coursework	
<b>B.S. Computing &amp; Information Science</b> <ul style="list-style-type: none"><li>• Saint Vincent College   Latrobe, PA</li><li>• Concentration: Computer Science</li><li>• Graduated 2012</li></ul>		<ul style="list-style-type: none"><li>• Data Structures</li><li>• Database Concepts/Info. Structures</li><li>• Computer Architecture &amp; Assembly Language</li><li>• Computer Architecture &amp; Operating Systems</li><li>• Software Engineering</li><li>• Programming Languages</li></ul>	
Skills			
Proficient	Familiar	Prior Experience	
<ul style="list-style-type: none"><li>• C#</li><li>• CSS</li><li>• HTML</li><li>• Photoshop</li><li>• Unity</li></ul>	<ul style="list-style-type: none"><li>• Git</li><li>• Microsoft XNA</li></ul>	<ul style="list-style-type: none"><li>• ASP.NET</li><li>• Assembler</li><li>• C++</li><li>• Java</li><li>• JavaScript</li></ul>	<ul style="list-style-type: none"><li>• MySQL</li><li>• PHP</li><li>• Python</li><li>• Visual Basic</li></ul>
Employment			
<b>Excela Health</b> Support Center Analyst		2013 – Present	
<ul style="list-style-type: none"><li>• Assist medical staff with medical record applications (Cerner, Allscripts, ePowerDoc, etc.)</li><li>• Assist patients with their online medical records on the FollowMyHealth patient portal</li><li>• Manage user accounts in various systems (Active Directory, Cerner, McKesson STAR, etc.)</li><li>• Work with technical and clinical teams to resolve hardware and software issues</li><li>• Run nightly system backups in McKesson STAR</li><li>• Periodically lead daily technical team meetings</li><li>• Record all issues in HelpSTAR/ServicePro ticketing system</li></ul>			
<b>Saint Vincent College</b> Help Desk Technician		2009 – 2012	
<ul style="list-style-type: none"><li>• Resolved computer, printer, and network related issues for faculty members</li><li>• Serviced student personal laptops</li><li>• Assisted students and professors with classroom technology</li><li>• Imaged machines with Windows Deployment Services</li><li>• Replaced computer hardware and consulted hardware vendors when needed</li><li>• Recorded issues in SupportSuite and KACE ticketing systems</li></ul>			
References			
References available upon request.			