Liam O'Brien

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OVERVIEW

Quick learner with a technical aptitude with hardware, networking, machinery, and software. Skilled in problem solving and comfortable working with others or individually. Willing to work evenings, weekends, and extended hours as needed.

EXPERIENCE

Lincoln Financial, Radnor, PA - *Support Desk Technician*

March 2021 - Present

- First line of support for customers experiencing technical issues access or using their on-line account
- Adept at conversing with customers with varying levels of knowledge to assist them in a positive and supportive manner
- ADT, ARDIS, WFM, JIRA, Converge3
- Partnering with third party brokers for access

Mutual Benefit Group, Huntingdon, PA - *Information Services Technician*

May 2017 - August 2020

- Seasonal employment over four consecutive summers, and one winter
- Translating company website from Visual Basic to C#
- Employee web page development, including connectivity to SQL databases
- Design, coding, and testing of data interface between Maryland automobile insurance files and company automobile insurance SQL files
- Developed a web page for insurance agents to access and edit insurance files
- Training and support of end users on use of the systems
- Reviewing and presenting options and recommendations for solutions when given a project or task, including demonstrating advantages and disadvantages of options

EDUCATION

Temple University, Philadelphia PA - *College of Science and Technology*

September 2017 - Present

- Completed 86 credits as a part-time student toward a Bachelor of Science Information Technology and Science with a focus on cyber security.

TECHNICAL SKILLS

HTML	CSS	Javascript (react/vue/angular)	Visio
Django	Ajax	ASP.net	Quality Assurance
Flask	Bootstrap	Java	Unit Testing/User Testing
SQL	C	C#	Microsoft (Excel/Word/PowerPoint)
Git	typescript	noSQL	