OBJECTIVE

I am pursuing careers in Web Development and Systems Administration. I would like to find a workplace where I can develop my personal skillset while also proving to be a valuable asset to the company.

SKILLS

I have a strong grasp on all IT related areas, including cybersecurity, application development, and user account control.

CERTIFICATIONS

• CompTIA A+ 1000 Series

REFERENCES

RENEE HUNT • MANAGER (DAYTONA STATE COLLEGE)
Phone: (386) 506-3950
Email: renee_hunt@daytonastate.edu
Additional references available on request

EXPERIENCE

HELPDESK SERVICES SPECIALIST • DAYTONA STATE COLLEGE • 04/05/2018 – 10/28/2019
Responsibilities included assisting students and faculty with technical issues related to college services and equipment over the phone, via email, and in person; working within an internal ticketing request environment to fulfill faculty and student needs; Communicating requests between IT staff members for efficient problem-solving.

SECURITY OFFICER • MUSEUM OF ARTS AND SCIENCES • 12/13/2016 – 4/15/2017
Responsibilities included assisting museum visitors, protecting and maintaining the sanctity of museum pieces, using specialized software to keep overwatch of museum campus, and respond to any inappropriate situations

EDUCATION

BACHELOR OF SCIENCE – INFORMATION TECHNOLOGY • 08/10/2020 • DAYTONA STATE COLLEGE
• Graduating GPA: 3.17
• Webmaster of the student newspaper website from 01/01/2019 – 06/01/2020

ASSOCIATE OF ARTS • 08/15/2016 • DAYTONA STATE COLLEGE
• Graduating GPA: 3.24

HIGH SCHOOL DIPLOMA • 06/07/2015 • SPRUCE CREEK HIGH SCHOOL
• Graduated from the International Baccalaureate program

ADDITIONAL EXPERIENCE & SKILL INFORMATION

WORK-RELATED EXPERIENCE (1-2 YEARS)
- Strong working experience with all Windows Server administration tools, including Remote Desktop Protocol, Active Directory, and Event Viewer
- Ability to work within an internal ticketing system to address and record user incidents and requests
- Proficiency in both hardware and software troubleshooting processes and procedures, including but not limited to desktop computers, laptops, smartphones, printers, and wireless access points
- Experience working within Cisco networking systems, including Cisco Unity, to address telecommunications issues within an enterprise network
- Deep understanding of email protocols, including IMAP, POP3 and SMTP, and the troubleshooting process involved with issues therein
- Experience with Exchange Admin Center to assist with troubleshooting Microsoft Exchange email accounts within large organizations
- Experience working within Oracle PeopleSoft applications for database searching and updates, as well as user account troubleshooting
- Experience writing PowerShell scripts to automate workflow processes within the office space
- Strong customer relations skills; proficient in communicating effectively with clients and customers to resolve situations in an appropriate manner
- Ability to collaborate with other members of a workplace to work on large-scale projects and quickly resolve immediate problems as a team

ADDITIONAL TECHNICAL SKILLS (LEARNED VIA EDUCATION & PERSONAL DEVELOPMENT)
- Typing proficiency – able to regularly type at 80+ WPM
- Long-term experience using Microsoft Office products for productivity purposes
- Experience with technical document writing
- Strong proficiency in web related programming languages, including HTML, JavaScript, CSS, TypeScript, and SASS/SCSS
- Deep understanding of Google's Angular framework for front-end application and web development
- Experience using both NoSQL and SQL relational databases to manage data and design efficient structures
- Deep understanding of the Windows command line and the Linux terminal for use with programs without graphical user interfaces
- Proficient with NPM and node.js for web development and package management
- Ability to use version control systems like Git/GitHub, as well as command line interfaces like Git BASH to contribute updates and manage long-term projects.
- Proficiency with assembling and formatting multiple form-factor computers for various needs
- Strong knowledge of fundamental cybersecurity practices to maintain a safe work environment