RUSSELL DENNIS

IT GENERALIST

Newnan, GA | 770.296.9244 | russellpctech@gmail.com | LinkedIn.com/in/Russell-Dennis | PC-Ronin.github.io/Portfolio

A motivated IT professional with over 5 years of experience in support engineering, I am seeking a challenging opportunity to develop innovative projects using my experience and training in HTML, CSS, JavaScript, and various development tools. I possess strong collaboration skills, the ability to work effectively in both team and independent settings, experienced in managing multiple tasks, proactive problem solving, and enthusiasm towards learning new skills.

SKILLS

- PC & Hardware Maintenance
- System Hardening
- System Analyst
- Project Management
- Team Collaboration
- Problem Solving
- Organized
- Attention to Detail
- Verbal & Written Communication
- Coding
- Quick Learner
- Virtual Work

TECHNOLOGY

Remote Collaboration Tools: Microsoft Teams, Google Meets, WebEx, Zoom, Trello
Office Software: Microsoft Office (Word, Excel, Power Point, Outlook, OneDrive), Google Suite (Docs, Sheets, Drive)
Operating Systems: Windows 10, MacOS, Linux, Ubuntu, Android, iOS
Programming Languages: C++, C#, HTML / CSS, JavaScript, PHP, MySQL, Python
Development Frameworks: ASP.NET Core, Bootstrap, jQuery, Node.js, Express, React, Django
Programming Tools: WordPress, Visual Studio, GitHub, Atom

EDUCATION AND CERTIFICATIONS

Bachelor of Information Technology | Middle Georgia State University   *Anticipated: May 2024*
Associate of Applied Science, Network Specialist | Gwinnett Technical College   *Graduated: May 2019*
PC Repair & Network Technician | Gwinnett Technical College
Network Administrator | Gwinnett Technical College
CompTIA A+ | CompTIA Organization
Responsive Web Design | FreeCodeCamp
JavaScript Algorithms and Data Structures | FreeCodeCamp

COURSES & PROJECTS

- **Systems Analysis Design (ITEC 3155)** – Created Requirements Specification documentation for new system implementations on a company's website.

- **Project Management (ITEC 3300)** – Contributed to the project charter of a mobile application, mapping out the lifecycle of the software development processes including schedule and budget proposals. Received compliments from the professor for being thoroughly detailed.

- **Web App Programming (ITEC 4286)** – Built a web-based ticketing application using ASP.NET Core and Web Development best practices.

- **Human Computer Interaction (ITEC 3235)** – Learned the importance of User Experience (UX) Design and used knowledge to create a presentation about a library self-checkout system.

PROFESSIONAL EXPERIENCE

RONIN PC PRO, LLC

Independent Contractor

Newnan, GA
08/2022 - Present

- Pioneer operations including setup of business processes providing computer repair services, IT Consulting, and troubleshooting technology issues to customers and clients.
- Design and build websites using HTML, CSS, Bootstrap, and JavaScript to meet client requirements.
- Build computers from new or refurbished parts to meet client requirements.
- Repair computers and devices in various types of Break-fix including data recovery, operating system reinstallation, battery replacement, hard drive replacement, malware removal, and system upgrades.
- Install networking equipment including routers, switches, and Network Attached Storage.

VIRTUCOM, INC.

Application Specialist

McDonough, GA
05/2017 – 06/2022

- Assisted staff with troubleshooting computer and technology related problems daily.
- Evaluated the repair needs of damaged devices and processed them according to company procedures.
- Managed inventory of iPads, Chromebooks, Laptops, and peripherals for assigned facility.
- Maintained accurate logs and information of assets and work orders in company ticketing system.
- Installed new systems running Windows 10, converted Laptops into Chrome OS devices, and upgraded several Windows 7 computers to Windows 10.
- Created a plan for annual distribution and collection processes of iPads and Chromebooks being assigned to new staff and students.
- Transitioned to remote work during the pandemic, using remote tools and creating guides to help teachers and students during times of remote learning.