

I am versatile and curious with extensive customer service and computer science experience. With proficiency in software and network technologies, I am passionate about problem solving and challenging myself.

## Work Experience

### Information Technology Intern

### Montana DEQ

Fall 2023

Helena, Montana

- Gained experience imaging machines both as a solution to stability issues and for new employees.
- Hands on experience with ServiceNow ticketing systems and with workflow development.
- Training in Active Directory and Powershell.

### Head Irrigation Technician

### Gardenwerks

2016 - Present

Helena, Montana

- Maintained nursery local area network including upgrades to Ubiquiti ptmp system for internet access to outbuildings.
- Helped other departments with IT issues such as Microsoft account issues, printer problems, and Apple device training.
- Installed irrigation systems in new landscape installations using strong time management and problem solving skills.
- Performed seasonal maintenance on existing systems alone and with a team under time pressure and inclement weather conditions.
- Responded to service calls to diagnose and repair systems using advanced troubleshooting techniques.

### Trail Grooming Technician

### Last Chance Nordic Ski Club

2017 - 2019

Helena, Montana

- Groomed and maintained MacDonald pass nordic ski trails in challenging weather and remote terrain.
- Worked alone and with a small team to prep trails and remove fallen trees and other obstructions.
- Maintained and serviced grooming equipment in the field.

## Technologies, Languages and Skills

- Languages: C#, Java, Javascript, Python, HTML/CSS, SQL, Powershell, Bash
- Databases: MongoDB, Azure, SQL Server, Neo4J
- Creative: Blender, Unity, Unreal Engine, Stable Diffusion, ChatGPT, Adobe Photoshop/Indesign
- Frameworks: ASP.NET, VUE.js, Spring JPA, Razor Pages
- OS: Windows, Linux, Mac, TruNas, ChromeOS
- PC building, modifying and troubleshooting
- Customer Service
- Problem Solving

## Education

- **AAS. Computer Science**, Helena College, Helena. **2022 - 2024**
- **BA. Journalism**, University of Montana, Missoula. **2009 - 2013**

## Projects

- **Small Business App** - Built with Razor Pages in C#, this browser application allows users to manage customer information and provides training resources for field technicians to train and work more efficiently.
- **Gardenwerks LAN Overhaul** - Dynamic and scalable point-to-multipoint wireless bridge using ubiquiti technologies.