Current Address:
275 Neely Drive
Carbondale, IL 62901
Mobile: (217) 690-1514

Permanent Address:
4926 E 2000th Ave
Shumway, IL 62461
Phone: (217) 690-1514

KIRBY HERRMANN

kirby2014@siu.edu

EDUCATION: **Southern Illinois University of Carbondale, Carbondale, IL**
Bachelor of Science in Computer Science
GPA 3.84/4.0   Expected graduation date: May 2018

RELEVANT COURSES:

- Advanced Linux/Unix Programming
- Software Engineering
- Programming with Data Structures
- Web Development
- Computer Graphics
- Computer Security
- Design & Analysis of Algorithms
- Ethical Hacking
- Computer Architecture
- Operating Systems
- Theory of Programming Languages

EXPERIENCE:

Patterson Technology Center, Effingham, IL   **IT Service Desk**   **May 2017 – Aug 2017**
- Provided thorough support and problem resolution by phone for employees within the company
- Communicated complex IT issues both verbally and written to non-technical callers
- Responsible for knowledge on a wide-range of hardware and software programs
- Configure, optimize, install, update, troubleshoot, test, repair, and replace computer software and computer systems
- Maintained composure and patience during difficult situations with callers

University Housing at SIUC, Carbondale, IL   **Resident Assistant**   **Aug 2015 – May 2017**
- Communicated with students, faculty, and other housing staff to ensure a comfortable living environment
- Supported, welcomed, and assisted new residents to adjust into their new surroundings
- Communicated through weekly meetings and interactions
- Worked closely with 40 other resident assistants to create a unified building experience

Wal-Mart, Effingham, IL   **Retail Associate/Cashier**   **May 2014 – Aug 2016**
- Communicated and sold merchandise directly to the customer
- Managed the monetary side of a cash register
- Completed a training program to ensure adequate customer service and safety measures

LEADERSHIP:

Southern Illinois University Honors Program   **Student Director**   **Aug 2016 – Present**
- Coordinate locations, times, and transportation for volunteer opportunities for the Honors Program
- Ensure that students have opportunities to meet their civic engagement requirements

Minorities in Computer Science   **Vice-President**   **Aug 2015 – Present**
- Work closely alongside the president to organize workshops and seminars to host
- Coordinate weekly meetings for all members
- Ensure appropriate information is being sent out in a timely manner

ACTIVITIES/AWARDS:

- SIUC Honors Program   Member   August 2014 – Present
- Minorities in Computer Science (MiCS)   Member   August 2015 – Present
- SIUC Computer Science Scholarship   Recipient   March 2017
- SIUC University Excellence Scholarship   Recipient   August 2014 – Present
- SIUC Deans List   Recipient   May 2014 – Present

TECHNICAL / NON-TECHNICAL SKILLS:

- Microsoft Word, Excel, PowerPoint
- Intermediate Java, Python, C, C++, CSS, HTML
- Beginner Android Studio
- Git, GitHub
- Operating Systems: Windows, Linux, UNIX
- Mathematics: Calculus I & II, Discrete Math, Linear Algebra