



Entry Level

DEPAUL
UNIVERSITY

CAREER CENTER



RESUME GUIDE

College of Computing
& Digital Media

This packet is intended to serve as a starting point for creating or improving your resume. It includes sample resumes, as well as best practices and helpful resources for developing a successful document.

DePaul University's Peer Career Advisors are available on a walk-in basis to assist you with creating and/or improving your resume. Inquire about Peer Career Advisor Program hours by calling the Career Center at (312) 362-8437 (Loop Campus) or (773) 325-7431 (Lincoln Park Campus).

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| | This document is intended to guide you in creating your resume by outlining important types of information to include and tips for doing so in a professional and persuasive manner. Please note this is not intended as a template and the format employed may or may not best represent you. Consider meeting with a Peer Career Advisor to discuss how you might best layout your own resume. | |
| III. | Transferable Skills & Action Verbs..... | Page 5 |
| | Transferable skills are those that can be applied in a variety of industries and job functions. Considering which transferable skills you want to convey to employers is a great place to start when composing your resume. This list is a sampling of the types of skills you might highlight on your resume, in addition to those skills that are more specific to your major, intended industry, or job function. | |
| | A sampling of action verbs is also included on this page. Be sure to use strong action verbs to begin each of your bulleted statements, previewing the skill to be exemplified through the accomplishment statement. | |
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| | In this most commonly accepted resume format, job titles and employers are emphasized, starting with your most recent experiences to illustrate a progressive work history. Your skills and accomplishments are described through bulleted statements under each position. This resume type is recommended for people who have recently graduated with a bachelor's degree, those who are staying within the same career field, and candidates with few time gaps in their job history. This type is most often preferred by employers because it is easy to scan, highlights job titles, employers, and dates, and clearly ties candidates' skills and accomplishments to their work histories. | |
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| | This format is an option for candidates who have changed employers frequently, have gaps in their employment history, or are hoping to transition to a new industry or unrelated job function. Functional resumes enable candidates to highlight transferable skills, placing less emphasis on employment dates, job titles, and employers. | |
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I. Resume Purpose, Design, & Mechanics

The purpose of a resume is to market yourself to employers by succinctly summarizing your education, experience, and skills, ultimately aiming to convince employers to invite you to interview. When conceptualizing your resume, think of it as a marketing tool, rather than a simple work history, as it is intended to promote you as the perfect candidate for the opportunity at hand.

Resume writing is an art, not a science. There is no one correct way to formulate a resume, but there are some best practices and standards that the Career Center recommends. Stand out from the crowd with high quality content and a clearly written, error-free document. Sequence the information from most important to least important with regard to your career objective. When constructing bullet points, aim to highlight accomplishments that exemplify the skills you possess and employers are seeking.

- ❖ **Length:** With a few rare exceptions, when applying for internships or entry-level jobs, students should keep their resume to 1 page. If you have difficulty narrowing down your resume, consider removing elements that are not closely related to the opportunities for which you are applying.
- ❖ **Margins:** Make your resume visually attractive. Use some whitespace to allow the reader's eye to rest. Using .5 inch to 1.5 inch margins is recommended.
- ❖ **Font:** Use a font that is easy to read. Times New Roman, Arial, and Courier New are good choices. A 10-12 point font size is recommended.
- ❖ **Consistency:** Keep the formatting consistent throughout your resume. For example, if you choose to bold a job title, make sure you bold every job title. Also, make sure that all of your bullet points, section headers, dates, etc. line up neatly on the page.
- ❖ **Accuracy:** Your resume, and all other job search materials, must be 100% error free. Be sure to carefully read through your resume, checking grammar, spelling, and punctuation. It is a good idea to have at least 2-3 people proofread it as well.
- ❖ **Be Accomplishment-Orientated:** Employers hire you for your skills and want to read about times when you have successfully utilized the skills they are seeking. Describe achievements, rather than listing duties, quantify outcomes whenever possible, and be sure to highlight your proficiency in both technical (industry or job function-specific) and transferable skills.
- ❖ **Use Action Verbs:** Strengthen your bullet points by beginning each with an action verb that previews the skill to be exemplified in that accomplishment statement. This allows a potential employer to more easily scan your resume for what he or she is seeking.
- ❖ **Make it Clear and Be Succinct:** Eliminate the pronoun "I" at the beginning of each bullet point as this is assumed. Avoid introductory and wind-up phrases such as "My duties included..." and "My responsibilities were..."
- ❖ **Overall Appearance:** Ask yourself and others if your document is easy to read and professional looking. Also, consider that the average recruiter may scan your resume for 30 seconds or less. Make sure that your most important information stands out.

II. Key Elements of a Successful Resume

Your First and Last Name

◆ Phone Number ◆ Email ◆ Street Address ◆ City, State & Zip Code ◆ LinkedIn.com URL

OBJECTIVE

Create a statement describing or naming the position you are seeking to obtain. You may also include the specific field or area you are interested in and the skills and expertise you could contribute to the company. This section is optional and could be omitted or substituted with a “Career Highlights” or “Summary of Qualifications” section.

EDUCATION

Institution City, State

(Expected) Graduation Month Year

Write out the full name of your (expected) degree; also list Minors and Concentrations

GPA: 4.0/4.0 (it is recommended that you include your GPA if it is 3.0 or higher)

Other possible information to include: **Study Abroad** experiences, **Relevant Coursework**, or **Academic Awards and Honors**.

TECHNICAL SKILLS

- **Utilities**
- **Languages**
- **Software**
- **Databases**
- **Hardware**

EXPERIENCE, RELEVANT EXPERIENCE, INTERNSHIP EXPERIENCE [possible titles/descriptive headings]

Organization, *Your Job Title* – City, State

Month Year - Month Year

- The position header above is one example of formatting. Other formats can include using two lines or rearranging the order of the Organization, Job Title, Location, and Dates to emphasize the most important elements.
- You can bold or italicize your title or your organization—whichever is more relevant, but be consistent.
- In this section include bulleted accomplishment statements, which provide examples of times you have successfully used the skills employers are seeking.
- Start with a strong action verb, then follow with an explanation of what you were doing, describe how you did it, and, when possible, include any outcomes that you achieved. Remember, statements should ultimately convey your proficiency in one or more skill sets of interest to the employer by way of providing an example of when you have used them.
- Consider the following questions to help you create more effective bullet points: What was the result/outcome of your work? What were your accomplishments? How did you help the organization? What skills/knowledge did you enhance? How does this experience relate to your internship/employment goal?

Organization, *Your Job Title* – City, State

Month Year - Month Year

- Bulleted statements should be in the proper tense (past or present tense) and use consistent grammar and punctuation.
- Be specific by including quantifiable data: quantity, frequency, population, percentages, dollar amounts and impact of your work whenever possible.
- Make sure your resume is easy to read and not too text heavy. Avoid using colors, multiple fonts, pictures, being too brief, or making it too dense. Make it your own, but be professional.

ADDITIONAL EXPERIENCE, LEADERSHIP, HONORS, ACTIVITIES, COMMUNITY SERVICE, VOLUNTEER, PROFESSIONAL DEVELOPMENT [possible titles/descriptive headings]

Organization, *Your Job Title* – City, State

Month Year - Month Year

- Using multiple experience sections is optional and allows you to emphasize (by placing it closer to the top) your most relevant experience. Experiences within a section should be listed in reverse chronological order.
- Positions within this section should be formatted like previous experience sections, but may or may not include bullet points.
- In an additional experience section, you can include work experiences that may not be directly related to the job you are applying to, but add to your credibility by exemplifying a progressive work history.
- Emphasize your transferable skills, those that can be taken from one experience and applied elsewhere.

Organization, *Your Role (e.g. Member, Participant, Honoree, or Presenter)* – City, State Month Year - Month Year

- This section can also be an opportunity to share your experiences as a leader, honors received, community involvement, professional development activities, or membership in organizations. As illustrated, replace “job title” with the role you played.⁴

III. Transferable Skills & Action Verbs

TRANSFERABLE SKILLS

Transferable skills are those that can be applied in multiple work settings. Consider incorporating them, in addition to those that are specific to your intended career field, by providing examples of when you have successfully used them in your bulletted accomplishment statements. Some examples of transferable skills include the following:

CLERICAL

Bookkeeping
Classifying
Collecting
Compiling
Computing
Examining
Filing
Organizing
Recording
Word processing

PROBLEM SOLVING

Analyzing
Appraising
Diagnosing
Examining
Executing
Planning
Proving
Reasoning
Recognizing
Validating

TECHNICAL

Adjusting
Aligning
Assembling
Drafting
Engineering
Installing
Observing
Operating
Programming
Repairing

CREATIVE

Designing
Developing
Establishing
Illustrating
Imagining
Improvising
Inventing
Performing
Revitalizing
Visualizing

RESEARCH

Assessing
Calculating
Collecting
Diagnosing
Evaluating
Examining
Extrapolating
Interviewing
Investigating
Synthesizing

TRAINING

Adapting
Communicating
Demonstrating
Enabling
Encouraging
Evaluating
Explaining
Instructing
Planning
Stimulating

ACTION VERBS

Beginning each bulletted accomplishment statement with a strong action verb helps to highlight your successes and allows a reader to get a sense of your skills by scanning the page prior to reading each individual bullet point. It is a good idea to vary the action verbs on your resume in order to appeal to different audiences. Below is a list of verbs to help get you started.

| | | | | | |
|--------------|----------------|-------------|--------------|--------------|--------------|
| A | Consulted | Evaluated | Integrated | Planned | S |
| Achieved | Contrasted | Examined | Intended | Posted | Scheduled |
| Acted | Controlled | Executed | Interviewed | Prepared | Selected |
| Adapted | Converted | Expanded | invented | Prescribed | Separated |
| Adjusted | Convinced | Expedited | Investigated | Presented | Served |
| Administered | Coordinated | F | L | Priced | Serviced |
| Advanced | Counseled | Facilitated | Launched | Processed | Set up |
| Advised | Counted | Filed | Lectured | Produced | Simplified |
| Altered | Created | Filled | Led | Promoted | Sold |
| Analyzed | Cultivated | Forecasted | Liaised | Proposed | Solved |
| Appraised | D | Formulated | Logged | Protected | Specified |
| Arranged | Decided | Fostered | M | Provided | Started |
| Assembled | Decreased | Fulfilled | Maintained | Purchased | Strategized |
| Assessed | Defined | G | Managed | R | Streamlined |
| Audited | Delivered | Gained | Manufactured | Realized | Strengthened |
| B | Demonstrated | Gathered | Marketed | Received | Studied |
| Balanced | Designed | Generated | Measured | Recommended | Summarized |
| Budgeted | Detected | Grew | Mediated | Reconciled | Supervised |
| Built | Determined | Guided | Mentored | Recorded | Supplied |
| C | Developed | H | Migrated | Recruited | Supported |
| Calculated | Devised | Handled | Minimized | Redesigned | T |
| Calibrated | Diagnosed | Headed | Monitored | Reduced | Tested |
| Categorized | Differentiated | Hired | Motivated | Referred | Tracked |
| Charted | Distributed | I | N | Removed | Trained |
| Classified | Documented | Identified | Negotiated | Reorganized | Transformed |
| Coached | Doubled | Illustrated | O | Repaired | Translated |
| Collected | Drafted | Implemented | Obtained | Reported | Troubleshoot |
| Combined | E | Improved | Operated | Represented | U |
| Communicated | Edited | Increased | Orchestrated | Researched | Updated |
| Compiled | Eliminated | Influenced | Ordered | Resolved | Upgraded |
| Composed | Encouraged | Informed | Organized | Restructured | V |
| Computed | Engineered | Initiated | Originated | Revamped | Verified |
| Conducted | Enhanced | Inspected | Oversaw | Reviewed | W |
| Configured | Ensured | Installed | P | Revised | Weighed |
| Consolidated | Established | Instituted | Performed | Revitalized | Wired |
| Constructed | Estimated | Instructed | Persuaded | Routed | Won |

Sample 1: Chronological Resume

student with part-time work experience - seeking internship or part-time work related to major

Cara Nowak

252 N. Lincoln Ave
Chicago IL, 60657
773-666-6666
nowakc@gmail.com
www.linkedin.com/caranowak1

Career Objective

To obtain an internship or part-time position in Information Systems or a related field utilizing academic background and technical skills

Education

| | |
|---|--------------------|
| DePaul University , Chicago, IL | Expected June 2018 |
| Bachelor of Science in Information Systems | GPA: 3.6/4.0 |

Relevant Coursework

| | |
|--------------------------------|-------------------------------|
| Intro to Desktop Databases | Applied Networks and Security |
| Database Design | Software Project Management |
| Analysis and Design Techniques | Content Management Systems |

Technical Skills

| | |
|-----------------------------|---|
| Operating Systems: | Windows XP, 7 |
| Database Management: | Oracle |
| Applications: | MS Visio, MS Office (Word, Excel, PowerPoint) |
| Languages: | HTML, CSS, Ruby on Rails, SQL |
| Social Media: | Twitter, Facebook |

Work History

| | |
|----------------------------|----------------------|
| LEVI'S , Chicago IL | (Nov 2015 – Present) |
|----------------------------|----------------------|

Seasonal Sales Associate

- Greeted customers and helped maintain the store's highest customer service rating in the district.
- Assisted customers' with finding merchandise and specialty items depending on specific needs.
- Achieved seasonal sales goals by promoting new items and attracting new customers.

| | |
|----------------------------|-----------------------|
| BORDERS , Gurnee IL | (Oct 2012 – Jan 2015) |
|----------------------------|-----------------------|

Seasonal Integrated Product Team Member

- Assisted with inventory management as member of operational team.
- Directed customers to merchandise based on their needs and kept consistent track of store Inventory.

SAMPLE 2: Combination Resume
student with part-time work experience - seeking internship related to major

Arnav Malik

(773) 670-1010

Arnav.malik91@gmail.com

EDUCATION

DePaul University, Chicago, IL
Bachelor of Science in User Experience Design

Expected June 2020
GPA 3.5/4.0

Relevant Coursework: User-Centered Evaluation, User Experience Design Frameworks, Interactive Web Scripting, Advanced Principles of Interactivity, Intro to Human Computer Interaction, Virtual Worlds & Online Communities

COURSE PROJECTS

User Centered Evaluation

Winter 2018

- **Interviews, Personas and Scenarios-** Created and conducted interviews. Discovered information regarding users, created user personas based off interviews, and created task scenarios from interviews.
- **Heuristic Evaluation and Cognitive Walkthrough-** Performed a heuristic evaluation on an application and developed tasks for and performed a cognitive walkthrough.
- **Preparation for Usability Testing-** Learned steps for planning a usability test by creating problem statements, test objectives, test design and a test script.
- **Usability Testing and Reporting-** Conducted usability testing with an application and several participants. Used data to create a report of the test's findings.

Advanced Scripting for Interactive Media

Winter 2018

- **Application in Flash-** Created an application in Flash using object oriented principles and implicated XML into Flash ActionScript file.

EMPLOYMENT HISTORY

DePaul University, Chicago IL
DePaul Information Services
Classroom/Lab Technician

Sept 2018-Present

- Provide customer relations and on-call technical support to DePaul University faculty and students.
- Maintain printers, update software, diagnose and resolve computer issues and provide on-site computer support in campus classrooms and computer labs.

TECHNICAL SKILLS

Word
HTML5
ActionScript

PowerPoint
CSS/CSS3
Adobe Photoshop

Excel
Adobe Flash
Adobe After Effects

SAMPLE 3: Chronological Resume
student w/ part-time and internship experience - seeking entry level position

Douglas Noth
Dougnoth.23@gmail.com (312) 469-8553
www.DougNothPortfolio.com

CAREER HIGHLIGHTS

- 2 years of experience in producing, directing, and editing videos
- Completed the *Atlantis Dual Degree Study Abroad Program* in France and Sweden
- Over 8 years of experience in community service, including fundraising, event and advocacy planning
- Proven skills in organizing, implementing, and working with diverse teams

EDUCATION

Atlantis Dual Degree Study Abroad Program, June 2016

Bachelor of Arts in Digital Cinema, DePaul University, Chicago, IL

Bachelor of Arts in Business Administration, Linkoping University, Linkoping, Sweden

RELEVANT EXPERIENCE

Director/Producer: *Atlantis Documentary*, Chicago, IL, January 2016-Present

- Produce and direct a documentary on the Atlantis Study Abroad Program to promote dual degree programs through DePaul and affiliate universities abroad.
- Travel to France and Sweden to coordinate and conduct interviews with University Presidents, Directors and students.

Co-Producer/Camera Operator: *Rafiki Collaborative Documentary*, Kenya/ Chicago, IL, November 2015-Present

- Traveled to Kenya to film a 15-minute documentary, which portrayed cultural and structural issues surrounding HIV and AIDS.
- Developed interviewing skills by conducting 11 interviews with local community leaders.

Assistant to Producer (Internship): *Revolution Studios*, Chicago, IL, September 2015-December 2015

- Assisted Producer with various pre-production activities, including location scouting and shoot planning.

Co-Director/Co-Producer: *Voices Documentary*, Chicago, IL, January 2014-June 2014

- Commissioned by DePaul Community Service Organization to create a 20-minute documentary on social justice on campus to be shown to all incoming freshman and elsewhere on campus to encourage student involvement.

Featured Extra: *Universal Studios*, Chicago, IL, May 2013

- Worked as a paid extra on a Dennis Quaid film, *The Express*, for Universal Studios.

ACADEMIC PROJECTS

Sound Director: *Project Bluelight*, Chicago, IL, August 2015

- Directed sound for 30-minute project written and directed by a faculty member with a crew of 20 students.

Producer: *Music video*, Chicago, IL, July 2015

- Produced a 3-minute music video for local hip-hop artist and DJ with crew of 4 students.

ADDITIONAL EXPERIENCE

DePaul Community Service Association: Senior Team, Chicago, IL, August 2014-Current

Bar Louie: Bartender/ Server, Chicago, IL, August 2013-January 2014

DePaul University: Resident Advisor, Chicago, IL, June 2013-August 2013

COMMUNITY SERVICE

DePaul Community Service Coordinator, April 2013-March 2014

DePaul Vincentian Day Volunteer, January 2013-2014

Walk for Hunger Volunteer, May 2012

Sam Elmudesi

samelmudesi@gmail.com

312-399-7247

www.linkedin.com/SamElmudesi

OBJECTIVE

Seeking to apply education, technical skills and experience to an information security internship or entry-level role.

EDUCATION

DePaul University, Chicago, IL
Bachelor of Science in Cybersecurity

Expected June 2021
GPA 3.6/4.0

Related Coursework:

Fundamentals of Network Security
Computer Forensic & Incident Response
Host Based Security
Cryptography

Legal, Ethical & Social Issues in Info. Security
Java for Programmers
Linux for Programmers
Network Interconnection Technologies

TECHNICAL SKILLS

Operating Systems:

UNIX (Red Hat), Linux (Ubuntu), Windows 7, XP

Networking:

IPv4, IPv6, TCP/IP, LANs, WANs, VPNs, Routers, Switches, Firewalls

Software:

Wireshark, Splunk, Nessus, PatchLink, Nmap, Putty, Active Directory, VMware, MS Office, MS Visio

Databases:

Access, MySQL, Oracle

Languages:

C++, C, Ruby on Rails, CSS, HTML, UML, Java, JavaScript, Perl, XML, XHTML, Visual Basic, Python

RELATED EXPERIENCE

DePaul University, Chicago, IL

Sept 2014– Present

Help Desk Associate

- Act as first point of contact for DePaul's technology department. Assist faculty and students experiencing computer system issues in the classroom or computer lab.
- Resolve issues in a timely and professional manner. Troubleshoot user account issues and reset passwords.
- Configure printers and upload new software in classroom computers or for faculty.

ACTIVITIES

DePaul University Security Daemons– Member

2014– Present

DePaul University Computer Science Society—Member

2013—Present

SAMPLE 5: Chronological Resume
student w/internship experience - seeking entry-level position

Hector Gonzales

123 Software Way
Chicago, IL 60000

555-555-5555
hgonzales@email.com

OBJECTIVE: To obtain an internship or entry-level position where I can contribute 1+ years of IT experience and education, as well as my collaboration and communication skills.

EDUCATION:

DePaul University, Chicago, IL

Expected June 2018

Bachelor of Science in Computer Science

Major GPA: 3.6/4.0 Cumulative GPA: 3.0/4.0

TECHNICAL SUMMARY:

Languages: SQL, PL/SQL, Java, JDBC, HTML, Visual Basic, Python, C++, C, XHTML
Software: SQL Developer, Net Beans, Eclipse, MS Office, MS Visio, Front Page, Photoshop
Operating Systems: Windows XP/ 7, UNIX
Databases: Oracle, MS Access, SQL

COURSE PROJECTS:

System Analysis and Design

Winter 2016

Production Control Project

- Led a team of five students in designing, coding and implementing an SQL database.
- Entered and updated information using a search engine robot.
- Completed analysis and designed documentation with data flow diagrams, structure charts, process specifications, data-dictionary and a user manual.

E-Commerce

Summer 2016

Website Design Project

- Designed a personal web site using HTML; viewable at www.hgonzales1.depaul.edu.

RELATED EXPERIENCE:

Digiworld, Chicago, IL

May 2015 – Present

Database Intern

- Maintain 1000 customer records in company's Access database.
- Update website with information on new events and services utilizing Front Page.
- Process online subscriptions, activating new subscriber accounts by creating usernames and passwords.

DePaul University, Chicago, IL

October 2014 – May 2015

Lab Assistant

- Provided technical support to students in a lab with 150 workstations.
- Performed troubleshooting and problem-solving of hardware and software issues.

ADDITIONAL EXPERIENCE:

General Office Company, Naperville, IL

August 2013 – May 2014

Clerk

- Coordinated scheduling of events and meetings for multiple departments.
- Distributed newsletters and correspondence to constituents.

ACTIVITIES:

Secretary, Student Government Association

December 2015– Present

Member, Golden Key Honor Society

May 2014 – Present

Member, Computer Science Society (ACM student chapter)

September 2014 – Present

MARTINA SEGURA

m.segura@gmail.com | 708-698-7342

www.linkedin.com/martinasegura13

EDUCATION

DePaul University, Chicago, IL

Expected June 2018

Bachelor of Science in Interactive Media

GPA: 3.6/4.0

EXPERIENCE

Answers Media

Jan 2016 – Sept 2016

Web/Interactive Intern

- Assisted in uploading, organizing, and tagging media content such as image, text, and .pdf files.
- Analyzed and evaluated website interfaces for errors and design inconsistencies.
- Edited and reformatted content on websites.

Global Initiatives

Oct 2015 - Dec 2015

Web Intern

- Collaborated with co-workers to assist in organizing information for the Global Initiatives website.
- Used Design software such as Gliffy.com to design basic templates for GI website.

InContext Solutions

June 2015– Sept 2015

Social Media Intern

- Assisted with setup and maintenance of client's social media pages, including Facebook and LinkedIn, to help keep client image updated and increase interactivity with customers.
- Organized web content and managed layout of client blog posts and newsletters, utilizing Wordpress.

TECHNICAL SKILLS

Microsoft Office
InDesign
myBalsalmiq
CSS/CSS3
SQL

Photoshop
Gliffy
HotGloo
JavaScript

Illustrator
Wordpress
XHTML
ActionScript

Flash CS5
SPSS
HTML5
Ruby

AWARDS

Recipient - St Vincent DePaul Scholarship

2013 - 2016

ORGANIZATIONS

Member - HerCDM (Women's Technology Organization at DePaul)

2015 - Present

Member– ACM– W

2015 - Present

SAMPLE 7: Chronological Resume

transfer Student w/ relevant work experience - seeking entry level position

Mark Anthony

manthony@hotmail.com | 312-399-3749

EDUCATION

DePaul University, Chicago, IL

Bachelor of Science in Computer Science

Expected June 2018

GPA 3.0/4.0

TECHNICAL SKILLS

| | |
|-------------------|--|
| Systems: | UNIX, Windows XP / Windows 7, Linux (Ubuntu) |
| Databases: | SQL, Oracle, MS Access |
| Languages: | Visual Basic, HTML, C, C++, Java, PL/SQL, JDBC, Python, SQL |
| Software: | SQL Developer, Net Beans, Eclipse, MS Office, Visio, Photoshop |

WORK EXPERIENCE

Aspen Marketing, West Chicago, IL

Jan 2015 - Present

System Administrator

- Oversee and manage over 100 Word Press websites and manage customer support for sites and customers.
- Deploy new website plug-ins and updates via FTP. Work with Hosting Providers to add / move websites and resolve technical issues.
- Troubleshoot in house plug-ins and applications, followed by the submission of a bug report to developers.
- Track and troubleshoot website downtime as well as communicate with host providers.
- Monitor website file changes for hacking.
- Actively retrieve and test database backups for integrity.
- Complete PHP projects using Qcodo Framework.

Community College of Baltimore County Essex ,Baltimore, MD

Aug 2015 - Aug 2016

IT Support Technician

- Provided network and desktop support for students and faculty in classrooms and student Lounges. Helped to maintain over 2,500 computers on the CCBC Essex campus.
- Troubleshot technical problems including system crashes, slow-downs and data recoveries.
- Analyzed and resolved problems, tracked and closed trouble tickets, and escalated issues if needed.
- Configured and installed networks for the campus wireless system.
- Maintained accounts and performed general account maintenance tasks for enterprise users.

ACTIVITIES

DePaul Computer Science Society (ACM-CSS)-Member

2016 - Present

DePaul DeFrag (DePaul Fundamental Research in Academic Gaming)-Member

2015 - Present

PROFESSIONAL ASSOCIATIONS

ACM (Association of Computing Machinery) – Current Member

David P. Chen

davidpchen@gmail.com | 773.585.3465 | linkedin.com/davidpchen2012

SUMMARY

Highly motivated technical support professional seeks engaging career in network/systems engineering. Strong background in network and server support, systems analysis and related script programming. Experienced in tracking incident and service requests in ticket management systems. Enjoy learning new skills and adapting to new challenges with professional growth.

TECHNICAL SKILLS

Networking: IPv6, TCP/IP, SMTP, VPN, HTTP/HTTPS, DNS, NFS, POP3, QMail, LANs, WANs, VPNs, Routers, Switches, Firewalls
Languages: C++, Java, Ruby on Rails, JavaScript, XML, HTML, Python
Software: Active Directory, Wireshark, Splunk, Nessus, PatchLink, Nmap, Net Beans, MS Office, MS Visio
Databases: Oracle, MySQL, MS Access
Operating Systems: UNIX, Linux (Ubuntu), Windows XP/ 7

EDUCATION

DePaul University, Chicago, IL
Bachelor of Science in Network Technologies August 2016
Dean's List – 4 quarters G.P.A. 3.6/4.0

COURSE PROJECTS

Network Interconnection Technology Project Summer 2016

- Managed advanced network operations on Cisco enterprise-grade routers and switches
- Analyzed network traffic data via console and self-customized web GUI (SNMP)

RELEVANT EXPERIENCE

IBM Corporation, Chicago, IL Sept 2015- Present
Technical Support Specialist / Windows Server Support

- Troubleshoot server problems, execute ticket requests and manage server changes. Regularly apply Windows Server patches.
- Provide individual support to remote clients and maintain client relationships.
- Diagnose network connectivity problems to machines and escalate issues to AT&T team for troubleshooting.
- Perform building and troubleshooting NIC teaming on servers.
- Lead team on supporting server HDD encryption project.

Bank of America, Chicago, IL June 2015- August 2015
Business Technical Analyst Intern

- Identified a prototype development tool for long term use in Treasury and Securities Technology department resulting in reduced time and cost of application design.
- Built screen mock-ups for web simulation model on JP Morgan's billing application resulting in faster re-work of prototype GUI.
- Collaborated with different organizational departments resulting in consistency in meeting needs for the prototype project.

ADP, Chicago, IL September 2014- November 2014
Intern EDI Analyst

- Monitored incoming and outgoing data transactions to maintain integrity of information ensuring compliance with accepted business practices.
- Tested web application for functionality during pre-deployment of new IT system in the organization.

VI. Additional Career Center Resume Resources

The Career Center offers several options for getting help in creating and perfecting your resume. Take advantage of one or more of the following services available to students and alumni:

- ❖ **Peer Career Advising:** Peer Career Advisors have been specially trained to provide resume assistance and basic career services to the DePaul community. Peers are available on a walk-in basis during most business hours or via email at peercareeradvisor@depaul.edu for questions, job search advice, resume assistance, and cover letter critiques.
- ❖ **Online Tutorial and Resources:** Visit the Career Center's website at www.careercenter.depaul.edu to access an interactive resume tutorial, Instant Message a Peer Career Advisor, or access this packet and other documents electronically.
- ❖ **Career Advising:** Career Advisors, who specialize in serving the needs of students and alumni from each of DePaul's colleges, are available to meet by appointment. Advising sessions can cover a variety of topics, including selecting a major, advanced resume development, job search strategies, interviewing skills, and other career-related concerns.

DePaul University Career Center Contact Information

Lincoln Park Campus
2320 N Kenmore Ave, SAC 192
Chicago IL 60614
(773)-325-7431

Loop Campus
1 E. Jackson Blvd, Suite 9500
Chicago IL 60604
(312)-362-8437

Lorne Bobren
Career Specialist for CDM
For appointments, call
312-362-8437 or email
career_center@depaul.edu