RAYMOND Q. UGTECH

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HIGHLIGHTS OF QUALIFICATIONS

- Conducted two research projects and one juried research presentation
- Completion of 250+ hours as a help desk intern
- Conflict resolution and problem-solving skills gained from 3+ years of customer service work
- Solid organizational and project management skills; ability to resolve issues through completion
- Leadership, interpersonal communication and collaboration skills gained from serving four years as a student-athlete and holding two officer roles in campus organizations

SUMMARY OF TECHNICAL QUALIFICATIONS

CERTIFICATIONS:

- CISSP, CISM, MCSA, MCTS, MCSE, CCNA, Network+, Security+, A+, VCP, CompTIA Healthcare IT Technician, ACSP, CEH, GIAC

OPERATING SYSTEMS:

- Windows, Windows Server, Unix, Linux, MacOSX, iOS, Android, ChromeOS, VMWare, VirtualBox

NETWORKING:

- LAN, WAN, Wireless, Cisco Networking Academy

LANGUAGES:

- C, C++, C#, Java, Visual Basic, PHP, Python, Ruby, SQL, Javascript, Objective C, Swift, Kotlin, iOS Development, Android Development, Assembly

WEB:

- HTML, HTML5, CSS, Ajax, Wordpress, Javascript, Python-Django, Spark, node.js

APPLICATIONS:

- Microsoft Office, Photoshop, Adobe CS5, 3DStudio Max, Maya, Blender, Kali Linux, Wireshark, Nessus, NMap, Metasploit, Ophcrack, FTK, Encase, PGP, Microsoft Project, MySQL, SQL Server, Oracle, Google Docs, Orange, Pandas, NumPy, SciPy

HARDWARE/SYSTEMS:

- PC, Mac, Cloud, Virtualization, NAS, SAN, Clustered Computing, Backup, Disaster Recovery, Networking Appliances, Enterprise Mobile Device Support

EDUCATION

Bachelor of Science in Computer Science   Expected: May 20XX
Lewis University, Romeoville, IL   GPA: 3.8/4.0
Minors: Mathematics and Business Administration

PROJECTS

Got It (Aports App) Software Systems Capstone Project at Lewis University

- Developed a mobile application with database for inventorying items; used NFC tags to label each item, implemented RFID capability, and built a user-friendly GUI for customers to utilize

Quick VLSI Chip Creation (Personal Project):

- Created hardware compiler that read a C++ program and physically designed a suitable microprocessor intended to run that specific program. Demonstrated how one person could design a large-scale microprocessor in only three weeks

INTERNSHIP

Summer 20XX
Help Desk Intern (260 hours)
Well-Life Pharmaceuticals, Dallas, TX

- Troubleshot, isolated, and resolved IT and point of sale hardware and software problems in a client/server network environment
- Troubleshot, isolated, and resolved problems with Windows in a bound and unbound network
- Solved a variety of user issues such as account set-up and password problems
- Configured PCs; attached peripherals and installed software
- Reported problems with local area network and wide area network systems and equipment
- Used locally developed ticket tracking software to record problem/resolution status

RESEARCH AND PRESENTATIONS

Lewis University Faculty-Supervised Research Projects:

- Model of Facial Parameter Extraction and Animation (Advisor: Dr. Persi Diaconis)
- Highly Efficient Kerberos Style Authentication and Authorization for Cloud Computing (Advisor: Dr. Susan Sims)

Presentations:

- Ugtech, R.Q. (20XX, April). Model of Facial Parameter Extraction and Animation. Poster session presented at the annual Lewis University Celebration of Scholarship, Romeoville, IL.

EXPERIENCE

IS Help Desk Assistant Manager August 20XX – Present
Veritas National Bank System, Chicago, IL

- Resolve all level 1 – 3 support incidents and escalate when needed
- Provide professional service to internal and external customers including effective management and response to incoming telephone calls, electronic mail, voice mail, and electronic support tickets
- Monitor workflow, ensure deadlines are met and daily procedures are completed successfully; make recommendations to increase production and improve efficiency

Server Summers 20XX – 20XX
Black Olive Delight, Tinley Park, IL

- Trained new servers in proper sanitation techniques, upselling, and customer service
- Welcomed guests and took orders; served at large corporate dinners (150+ guests)
- Processed 15 – 20 cash and credit card transactions daily
- Resolved customer complaints to ensure satisfaction and generate repeat customers

Student Worker August 20XX – May 20XX
Business Office, Lewis University, Romeoville, IL

- Answered phones and directed callers (approximately 20 – 25 callers per day)
- Filed confidential financial documents

HONORS AND AWARDS

- Dean's List, Lewis University, five semesters
- Recipient, Christian Brothers Scholarship for academic achievement, 20XX – Present
- Recipient, Rising Sales Award, Black Olive Delight, April 20XX

LEADERSHIP, ACTIVITIES AND VOLUNTEER EXPERIENCE

- Member, XYZ Social/Service Fraternity, 20XX – Present
  Public Relations Officer, 20XX – 20XX
  Treasurer, 20XX – 20XX
- Member, Lewis University Men's Volleyball Team, 20XX – Present
- Volunteer Mentor, Big Brothers Big Sisters of Will County, 20XX – 20XX
- Volunteer Tutor, Chicago Tech-Kids Project, May 20XX – Present

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LANGUAGE SKILLS

- Fluent in Spanish
- Semi-fluent in Italian