

Taylor Lorian Carrick
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WORK EXPERIENCE

MTSU

08/2018 – Current

Lab Worker

- Assist students with coursework
- Diagnose and troubleshoot problems with lab equipment

Fedex

01/2018 – 07/2018

EMR Technician

- Modify bios settings
- Raid Setup
- Install hardware
- iDRAC management
- Imaging
- Package and label computers including additional peripherals

Honeywell/Viacom (NTT Data)

01/2017 – 12/2017

IT Helpdesk Technician

- Use the Remedy and ServiceNow's ticketing system and BT's VoIP system.
- Troubleshoot Honeywell employee technology issues, such as assisting in password resets related to Active Directory, LDAP, and SAP.
- Assisted in migration from Office 2007 to O365.
- Remotely mapped network drives to install software, and guided users to request new hardware, software licenses, and various permissions.
- Contacted users through skype, phone, and email to follow-up on their issue and give additional assistance as needed for backlogged issues.

EDUCATION

Middle Tennessee State University Murfreesboro, TN (Fall 2019)

Bachelor of Science – Professional Computer Science Minors in Mathematics and Foreign Language: Japanese

RESEARCH EXPERIENCE

FirstStep Game Development Team (May 2014)

- Used Autodesk Maya to create a 3D environment

FirstStep Mobile Robotics Research Team (May - June 2013)

- Team oriented project that measured signal range, quality, and the interference caused by different materials encountered in a commercial building environment.

AWARDS / HONORS / ACTIVITIES

- Outstanding Freshman Award, For Outstanding Performance in Computer Science (2012 -2013)
- Member of ACM, Makers, and Computer Science Connections
- Actively learning Japanese and Mandarin Chinese

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REFERENCES:

Please inquire for references or additional information