

Torrey Davie

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EDUCATION

University of Missouri – Columbia December 2023
Bachelor of General Studies
Emphasis Areas: Information Technology, Business, Psychology

CERTIFICATIONS

Information Systems and Technology Certificate (University of Missouri – Columbia) December 2023
Multicultural Studies Certificate (University of Missouri – Columbia) December 2023
Media Technology and Design Certificate (University) December 2023
Google IT Technical Support Certification December 2023

EMPLOYMENT EXPERIENCE

Enterprise Holdings **St. Louis, Missouri**
Field Technology Services: IT Business Analyst Intern *June 2022 – August 2022*

- Evaluated globally-located branch asset needs to effectively allocate resources
- Compiled data on weekly asset acquisition and usage over time to maintain organization and to present to team
- Demonstrated teamwork abilities in conceptualization process of a career hub iteration to increase company competence

University of Missouri Division of IT **Columbia, Missouri**
Technical Response Team Support *September 2020 – May 2023*

- Pickup and deliver technical equipment to desired locations throughout campus
- Address security concerns by wiping and reimaging campus devices to ensure University security measures are upheld
- Respond to copious amounts of service ticket requests by communicating with technical dispatchers and clients to ensure quality technical support

Lift For Life Academy **St. Louis, Missouri**
IT Tech Assistant *June 2021 – August 2021*

- Responded to IT-related issues to resolve tickets from faculty around the campus
- Coordinated internal E-Waste collection and logging, and connected with 3rd-party collection services regarding device repair and discarding
- Oversaw district's "1:1 Chromebook Program" using technology management tools such as GoGuardian Fleet and Google Admin to collect, maintain, and disperse devices to students

Veterans United Home Loans **Columbia, Missouri**
Business Relations Management Team Intern *September 2020 – May 2021*

- Utilized software to organize, manage, and dispatch submitted issues from coworkers
- Acquired new resources and strategies to promote efficient employee and client workflows
- Served as a liaison to best maximize efficient communication between the technology department and the rest of the company

Skills & Proficiencies

Google Workspace	Mac OS	HTML
Microsoft Office Suite	IT Support & Troubleshooting	Adobe Creative Suite
Project & Team Management	SQL	Imaging & Reimaging OS