

Systems Administrator Systems Administrator Roslindale, MA Results-driven computer science professional with good technical skills, firm grasp of business needs and understanding of user requirements gathering. Able to assess risks, troubleshoot problems and conduct tests. Excellent communication and planning abilities. Authorized to work in the US for any employer Work Experience Systems Administrator OneVision Resources - Boston, MA March 2017 to Present Built, maintained, and updated Zendesk's support ticketing systems and dashboards for all of Onevision's new partner onboardings Managed and extracted technical support inquiry data using SQL and Zendesk's analytical software to make reports on the company's execution, effectiveness, and support ticket trends. Server/Bartender/Chef Assistant CaterStaff - Cambridge, MA May 2015 to Present Displayed poise, professionalism, and excellent customer service while providing catering services for numerous social, business, and political events including weddings, political fundraisers, and private parties. Research Assistant Intern Castanea Partners - Newton, MA July 2016 to December 2016 Used TNR Solutions to manage, maintain, and enter client data into project database by providing updates on a daily basis. Gathered and arranged research data findings to various personnel in different formats to highlight results for presentations Education Bachelor's in Computer Science University of Massachusetts Lowell - Lowell, MA September 2014 to May 2019 Skills MySQL, SQL, Android, Corona sdk, Lua, Android studio, C, C++, Html, Javascript, Java, Linux, CSS, Mac os Additional Information Created a prototype arcade style space shooter game for iOS and Android using the Corona SDK Framework (Spring 2019) Fluent in English & Spanish

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