

John Smith

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CAREER FOCUS: SOFTWARE DEVELOPMENT INTERN

Computer Science sophomore skilled in working with multiple programming languages and utilizing troubleshooting and problem solving skills to solve technology issues. Quickly and accurately learn and perform complex tasks. Strong team player with the proven capability to multitask.

Education:

Bachelor of Science, Computer Science; GPA 3.8
Oakland University, Rochester, MI

Expected Graduation May 20xx

Course Project:

Website Design Project

- Created a website for a fictional public utility that allows access to information about water quality and contaminant levels. Website created utilizing JOOMLA and MY SQL.

Technical Skills:

Programming Languages: Visual Basic, Java, SQL

Software Applications: Microsoft Word, Excel, PowerPoint, Access, JOOMLA

Operating Systems: Windows 8

Experience:

Help Desk Technician

April 20xx - Present

Oakland University, Rochester, MI

- Answer help desk calls, troubleshoot, diagnose and resolve hardware and software issues.
- Provide server side support to end users for network printing, pay for printing and Windows file shares.
- Test, implement and support various Windows systems.
- Resolve customer issues and problems quickly and effectively.

Cashier

August 20xx - April 20xx

ABC Company, Rochester, MI

- Balanced cash drawer by reconciling physical cash on-hand with automated cash receipts report.
- Utilized point of sale transaction system and radio frequency identification technology to check inventory prices, collect payments, and authorize credit card transactions.
- Handled multiple customers in a fast-paced atmosphere and provide a high degree of customer service.

Server/Bartender

April 20xx - August 20xx

XYZ Restaurant, Rochester, MI

- Averaged \$1,000 in sales per shift with the average meal priced at \$10.
- Addressed customer complaints and provided solutions consistent with corporate policy.
- Trained and monitored 5 employees' progress.

Activities & Achievements:

- CyberOU
- Oakland University Engineering & Computer Science Alumni Scholarship, 20xx