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EDUCATION

The Ohio State University – *Bachelor of Science in Computer information Systems with minor in I gqi tcrj kecn Kphqtocvkqp Ukgpeg Specialization in Urcvkcn Cpcn{sis* **Columbus, OH** / *May 2020*

RELEVANT WORK EXPERIENCE

Promedica Health System - Information Technology Department **Toledo, OH**
Technical Support Analyst *April 2021 - January 2022*

- *Worked on Various Data manipulation projects including Data Migration due to company wide move.*
- *Migration included testing out various applications, VPN software and other accommodations users may have needed to work at home or in office successfully.*
- *Organized and manipulated data to build insights from Data in the form of Dashboard and Reports.*
- *Kept track of data for thousands of employees Included in the move via active directory, excel and SQL databases.*
- *During move supported multiple groups at ProMedica to make the migration an very efficient process*
- *Performed system configurations, develop scripts and other technologies to automate business workflow, improve productivity, and reduce costs*
- *Provided end-user Technical support via ticket queue for software, Network, or hardware issues.*

The Suburban Collection Auto Group - Information Technology Department **Troy, MI**
IT Analyst/Network Analyst *August 2020 - April 2021*

- *Provided technical end-user support through inbound telephone calls and ticketing submissions for the biggest auto group in Michigan.*
- *Involved with data/application migration and testing for new introduced systems due to company a buy out, including launch of new servers, web portals, and day to day applications.*
- *Imaged computers by Installing and configuring operating systems, software applications, security software, directory service connections, drive mappings, printer mapping, drivers, and other peripherals applications to company computers.*
- *Troubleshoot and resolve technical issues related to Windows OS, Android/iOS Devices, and other network/infrastructure components*
- *Monitored all company branches including out of state for server failures, network outages and phone system errors.*

Office Of Chief Information Officer - IT Service Desk At The Ohio State University **Columbus, OH**
Student IT Analyst / Asset Management Intern *February 2019 - August 2020*

- *Provided end to end telephone and email customer service to every Student and employee at the The Ohio State University with any unsolved computer, network or software issues.*
- *Coordinated communication of technology and facility service requests using phone, email, chat, and radio channels in a 24-hour call center environment.*
- *Investigated, diagnosed and resolved hardware, software, security, and network issues.*
- *Actively Gained knowledge on Windows server, Active Directory, DUO Admin, Windows Remote Desktop and more while interning at OCIO.*

Elite Medical Transportation, COLUMBUS, OH **Columbus, OH**
Information Technology/GIS Intern *May 2017 - January 2019*

- *Monitored the workplace hardware for equipment failure, or errors in performance.*
- *Responded to program error messages by finding and correcting problems, or terminating the program.*
- *Introduced ArcGis Program to company, helped to make more efficient routes/travel times and locating zones.*

EXTRACURRICULAR INVOLVEMENT

Kappa Sigma Fraternity, Alpha-Sigma Chapter at The Ohio State University **Columbus, OH**
Member August 2016- 2020 *2015-2020*

Assisted in raising $90,000+ for philanthropic initiatives and volunteered 4,000+ hours for community service 2016-2020

TECHNICAL SKILLS AND ABILITIES

- R	- PowerBI	- Ruby	- Windows Server
- SQL	- Tableau	- Java	- Mac OS
- MySql	- VS Code	- SAS	- IOS
- Python	- Active	- ArcGis	
- Excel	Directory	- QGIS	