

# Isaac Harper

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## EDUCATION

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### The University of Arizona

August 2018 - May 2021

- Bachelor of Science, major in Mathematics with Probability and Statistics emphasis
- Minor in Computer Science
- Completed in 3 years
- Classes involving theoretical work matched with applications

## WORK EXPERIENCE

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### Student Admin Systems Group

April 2019 – May 2021

*Student IT Support Analyst*

*Tucson, AZ*

- Provide first and second tier helpdesk support to employees of the university
- Build, set-up, and manage an inventory of over 2,000 computers
- Train employees on how to use their computers and new software
- Manage a ticketing system completing multiple tasks in a timely manner
- Research and execute plans to complete tickets and larger projects.

## SKILLS

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|--------------------|--------------------|----------------------------|
| ▪ Java             | ▪ MariaDB          | ▪ Hardware Troubleshooting |
| ▪ Python           | ▪ MySQL            | ▪ Software Troubleshooting |
| ▪ C#               | ▪ Windows          | ▪ Networking               |
| ▪ Git              | ▪ MacOS            | ▪ JSON                     |
| ▪ LAMP/XAMPP stack | ▪ Linux            | ▪ R                        |
| ▪ SQL              | ▪ Active Directory | ▪ Excel                    |
| ▪ HTML/CSS         | ▪ Statistics       | ▪ kotlin                   |
| ▪ PHP              | ▪ Data Analysis    | ▪ Android Studio           |

## INTERESTS/HOBBIES

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|--------------------------------------|-------------------------|
| ▪ Backcountry Backpacking            | ▪ Making pasta at home  |
| ▪ Maintaining a personal home server | ▪ Gardening and cooking |