

Isaac Harper

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WORK EXPERIENCE

Student IT Support Analyst

April 2019 – May 2021

SASG / University of Arizona - <https://sasg.arizona.edu/>

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
- Manage a ticketing system completing multiple tasks in a timely manner
- Research and execute plans to complete tickets and larger projects.

Microsoft Office 365 Helpdesk Technician

July 2021 – September 2021

Mural - <https://mural.cloud/>

Tucson, AZ

- Managing multiple projects and maintaining a frequent and consistent interaction with all clients
- Provide technical support covering a wide range of topics
- Problem-solve computer software, networking, and system issues with clients
- Work with clients over the phone and via remote access to answer questions and solve issues

EDUCATION

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, GPA 3.4

PROJECTS

Corner Store - github.com/Voldari/corner-store

Completed as a final project, this app lets users input what ingredients they gave in their fridge and then suggests to them recipes that can be made with their ingredients. Interacting with web APIs to do recipe prepping/shopping.

Related tech: Java, OOP, Kotlin, Android Studio

Code Abbey - Not visible on my GitHub as Code Abbey requests solutions not be posted publicly.

This site offers increasingly difficult coding puzzle and challenges that can be solved with almost any language.

I have about 50 of the 200 problems solved in Python and once I finish those I will be resolving in Java.

Related tech: Python

Chicken Game - github.com/Voldari/chicken-game

My newest personal project this is a learning exercise in Lua and Love2D. The intended goal will be a management game where the player attempts to make new chickens with different colors and sell their eggs for profit.

Related tech: Lua, Love2D

SKILLS

Technical:

Proficient: Python, Java, Linux, Unix, R, SQL, PHP, HTML, CSS,

Adept: Windows, C++, Kotlin, Git, LAMP, XAMPP, MariaDB, MySQL, Lua

Learning: C, QGIS, Android Dev

Personality Highlights:

- Good time management skills
 - Hardworking
 - Personable
 - Fast learner
 - Creative, Resourceful
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