

Wesley Scott

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EXPERIENCE

IT Help Central, Lubbock, TX

March 2017 - PRESENT

Student Supervisor

Applied knowledge of software, hardware, and systems used by Texas Tech to supervise student analysts in order to provide frontline customer support. Research software, hardware, and new services utilized to solve problems and create solutions to add to Texas Tech's knowledge base. Supervise and review the work of student analysts. Promoted from Analyst, to Technician, to Supervisor.

KCS Specialist

Utilizing a Knowledge Centered Service as the foundation for support, I was promoted in the Summer of 2017 to a KCS Specialist. Using HTML, CSS, and JavaScript, I became responsible for reviewing and monitoring the health of the department's knowledge base. I was also responsible for researching and testing new platforms to make sure they would suit the University's needs.

Assistant to the Section Manager

Promoted in December of 2017, I began to assist the Section Manager by improving daily operations, updating policies, and designing procedures. I led our department in the design and implementation of new systems and services that were brought in to the University.

EDUCATION

Texas Tech University, Lubbock, TX — Computer Science

August 2014 - December 2018

3.2 Institutional GPA

PROJECTS

These, along with more, can be found on my GitHub and personal website

InvestiMapp — Investment tracking web-app

Web-app to track stock market investments; connected to RobinHood API

AutoScouts — Java/JSP checkout system hosted on Tomcat

System for checking out of an online store, w/ an option to sign in as admin.

SKILLS

Python
C, C++
Java, JSP
HTML, CSS, JavaScript
LISP
Prolog, ASP
MySQL
Assembly Language,
Verilog/HDL

Adobe Creative Cloud

Microsoft Office Suite

AWARDS

Technical Communication Case Study Award was voted the best project by the Texas Tech University English Department.