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| **IT Support Specialist**  **Graphic Design**  **Writer and Copyeditor** | **James Rankin** |



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| **Education:**  Druid Hills High School (2009)  Georgia Perimeter College (2015)  • Associate of Arts (History)  Georgia State University (2019)  • Bachelor of Arts (English)  **Skills:**  System Administration  • Active Directory / SCCM  • Writing Group Policy Updates  Database Administration  • SQL Coding Proficiency  Audio Visual Equipment  • Event Setup and Breakdown  Microsoft Excel  • VBA Coding Proficiency  Writing and Copyediting  • Technical Writing  Graphic Design  • Adobe Creative Suite  Website Design  • HTML Coding Proficiency  • JavaScript Proficiency  Game Design  • XML Coding Proficiency  **Linkedin Learning:**  • Windows 10: Administration  • IT Service Management Foundations: Measures and Metrics  • Cybersecurity Foundations  • Mac OS X Troubleshooting  • Computer Components and Peripherals for IT Technicians  • Microsoft 365 Essential Training for Administrators  • Networking Foundations: Networking Basics  • Learning System Center Configuration Manager  • macOS Mojave Essential Training  • Learning Github | **Work History:**  **2018-Present:**  Georgia State University IT Support Specialist  I have spent over three years working at Georgia State University as an IT Support Technician, specializing in classroom support and event setup. My responsibilities included system administration, maintenance on all kinds of equipment, and setting up and breaking down audio/visual equipment for events. Working with instructors in a classroom setting has taught me to diagnose and troubleshoot problems quickly and accurately – doing whatever it takes to help both instructors and students succeed.  **2018-2019:**  Dabbers Cards and Games Department Manager / IT Support  Dabbers is a tabletop gaming/hobby store that I helped get off the ground. I was a database administrator who managed an online product catalogue with over 160,000 items in it. I was responsible for providing IT support for the entire company, updating our product catalogue daily, and writing software that automated inventory and pricing updates. I managed a team of two other employees who helped organize products, submit database entries, and preform inventory audits. I learned a massive amount about Microsoft Excel, Access, and related coding languages such as SQL and VBA.  **2015-2018:**  Public Supermarkets Inc. Front Service Clerk  I worked for Publix as a Front Service Clerk at the Midtown Store and Emory Commons Store – the two busiest locations in Atlanta. The incredible volume of business at these locations meant that my coworkers and I had to take the initiative and preform tasks on our own without oversight. In addition to my own responsibilities, I ended up working in nearly all major departments, helping different understaffed teams to complete their daily tasks.  **2005-Present:**  Project Open Hand (Along with various other organizations)  Since I was a freshman in high school, I have always done volunteer work. Giving back to the Atlanta community is very important to me. I’ve worked at homeless shelters, clinics, food banks, and have been a free English tutor for most of my life. During college, I was inducted into Sigma Tau Delta – an honors society that specializes in providing free tutoring to students who are not fluent English speakers or writers. |
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