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| **Graphic Design**  **IT Support Specialist**  **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:**  Writing and Copyediting  • Technical Writing  Graphic Design  • Adobe Creative Suite  Website Design  • HTML Coding Proficiency  • JavaScript Proficiency  Game Design  • XML Coding Proficiency  System Administration  • Active Directory / SCCM  Audio Visual Equipment  • Event Setup and Breakdown  Microsoft Excel  • VBA Coding Proficiency  Database Administration  • SQL Coding Proficiency  **Highlights:**  **Hardworking:**  After working in multiple management positions, I know the value of hard working and dependable employees. This is a quality I try to emulate in all my work.  **Excellence in Customer Service:** Throughout my life I’ve worked in many retail jobs where my ability to keep customers coming back is the only thing keeping the doors open.  **Problem Solving:**  I love puzzles and I enjoy finding solutions to complex problems – especially those that concern computers.  **Computer Hardware and Software:** I’ve built webpages, built computers, and have countless hours of experience with office software, design programs, and many different coding languages. | **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. I have gained massive amounts of knowledge about system administration, maintenance, and setting up and breaking down audio/visual equipment. 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 in the classroom.  **2018-2019:**  Dabbers Cards and Games Department Manager / IT Support  Dabbers is a 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 every workday, and writing software that automated pricing updates. I managed a team of two other employees who helped organize products and submit database entries. I learned a massive amount about Microsoft Excel, Access, and 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 employees had to take the initiative to preform tasks as quickly and efficiently as possible.  **2019-Present:**  BlackICE Modding Community (Along with various other Projects)  **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 provides free tutoring to students who are not fluent English speakers or writers. |
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