



ZOE A. M. CHEYENNE QUINLAN

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PROFILE:

A dedicated, strong-willed and organized leader with a vibrant personality who uses adaptability and creativity to get the job done. A quick learner and quality worker with excellent communication and clerical skills. Personable, polite, and persistent.

EDUCATION:

Florida International University, Miami, FL

May 2019

Bachelor of Science in Information Technology – Software

Clarence Fitzroy Bryant College, Basseterre, St. Kitts

November 2015

Associate of Arts in Information & Communication Technology

EXPERIENCE:

Florida International University, Miami, FL

January 2017 - present

Computer Support Specialist

- Troubleshoot software, hardware, or network problems within the offices within the Department of Student Affairs.
- Update computer software, and physically repair computer hardware as needed.
- Provide IT advice to staff members and recommend appropriate software or hardware according to their needs.

Deloitte, Miami, FL

June 2017 – August 2017

Information Technology Services Intern

- Resolve problems with Microsoft Office suite, identify and resolve network connection problems, and answer questions from users.
- Reimage Mac OS and Windows 10 systems
- Repair LCD screens, keyboards, touchpads, system boards, and batteries on HP, Dell, and Mac systems

Florida International University, Miami, FL

January 2017 – May 2017 || August 2017 – December 2017

Programming I Learning Assistant

- Assisted students in developing key concepts in programming such as methods, data types, and arrays
- Assisted in developing lab and exercise questions for students and gave input on grading schemes
- Hosted office sessions to provide additional assistance to students

Charles E. Mills Secondary School, Mount Idle, St. Kitts

September 2015 – July 2016

High School Information Technology Teacher

- Taught Information Technology to students aged 11-17 in groups of 8 to 24 students
- Resolved IT related problems within the school including network disconnections, presentation and printing issues, and software assistance