

ZOE QUINLAN

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EDUCATION

Florida International University

BS Information Technology – Software • Minor in Project Management

Miami, FL

Expected Grad Date: Spring 2019

Clarence Fitzroy Bryant College

AA Information Communication Technology

Basseterre, St. Kitts

Aug 2013 – May 2015

EMPLOYMENT

Florida International University,

Computer Support Specialist

Miami, FL

Jan 2018 – Present

- Upgrade, reimage, and reformat at least 10 Windows 10 computer systems on a weekly basis.
- Troubleshoot software, hardware, or network problems throughout the 18 departments of the Division of Student Affairs.
- Configure network printers, maintain network departmental drives, and manage access for network connected applications.

Florida International University,

Programming I Learning Assistant

Miami, FL

Jan 2017 – Dec 2017

- Hosted office sessions to provide additional assistance to students.
- Advised students on key concepts within programming such as: methods, data types, and arrays.
- Guided in the development of 8 lab exercises and weekly quizzes, as well as grading schemes for examinations.

Deloitte,

ITS Project Management Office Intern

Hermitage, TN

June 2018 – Aug 2018

- Supported 3 major portfolios with period end portfolio reporting, data analysis, and data presentation.
- Analyzed, coordinated, and presented a comprehensive social media plan for the Project Management Office.
- Aided research, development, and execution of the first annual Innovation Challenge for 10 students across the country.

Deloitte,

Information Technology Services Intern

Miami, FL

June 2017 – Aug 2017

- Repaired 25 LCD screens, keyboards, touchpads, system board, and batteries on HP, Dell, and Mac systems.
- Reimaged and updated at least 50 Windows 10 systems, and at least 5 Mac OS systems throughout the internship.
- Acted as the first line of technical support for all clients and visitors via in-person, email, or telephone requested tickets.

LEADERSHIP AND AFFILIATIONS

Alpha Kappa Psi, Business Fraternity

Miami, FL

Spring Recruitment Chair

Dec 2018 – Present

- Organized 5 recruitment events for 56 rushees and 58 brothers to attend, and managed an \$800 budget for food and decorations.

Alpha Kappa Psi, Beta Pi Pledge

Miami, FL

Professional Development Chair

Sep 2018 – Nov 2018

- Organized 2 professional development events for the Beta Pi pledge class to improve skills and experience.

Florida Caribbean Students Association

Miami, FL

Conference Director

Sept 2018 – Present

- Plan and execute logistics for a 4-day, 600 student leadership and development conference to be held at FIU in April 2019.

Caribbean Students Association

Miami, FL

Secretary

June 2017 – June 2018

- Prepared all correspondence to and from FIU CSA including emails, newsletters, meeting minutes, event sign in, and surveys.

Upsilon Pi Epsilon, Honor Society

Miami, FL

General Member

Jan 2017 – Present

- Attended a wide variety of educational workshops, company visits, general body meetings, and hack-a-thons.

SKILLS

PROGRAMMING & CODING: C, Java, HTML, SQL, PHP, XML, CSS

SOFTWARE SETS: Microsoft Office Suite, Microsoft Project, Microsoft Visio, Active Directory Users & Computers, Remote Server Administration Tools, ServiceNow ITBM, System Center Configuration Manager, SharePoint, SQL Server Management Studio, WordPress, Google GSuite, Microsoft Visual Studio