

ZOE QUINLAN

zquinlan@deloitte.com • (786) 856-8438 • Nashville, TN, 37217
<https://www.linkedin.com/in/zoe-quinlan/> • zoequinlan.github.io



EDUCATION

Florida International University

BS Information Technology – Software • Minor in Project Management

Miami, FL

Aug 2016 – May 2019

Clarence Fitzroy Bryant College

AA Information Communication Technology

Basseterre, St. Kitts

Aug 2013 – May 2015

EMPLOYMENT

Deloitte,

Associate TMO Analyst

Hermitage, TN

July 2019 - Present

- Maintain project timelines, objectives, and communications.
- Document, monitor, and convey project information to appropriate stakeholders.
- Assist in budget analysis, drafting estimates, preparing reports, and project scheduling.

Florida International University,

Computer Support Specialist

Miami, FL

Jan 2018 – May 2019

- Upgraded, reimaged, 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.
- Configured network printers, maintain network departmental drives, and manage access for network connected applications.

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.

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,

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

Recruitment Chair & General Member

Miami, FL

Oct 2018 – May 2019

- Organized 5 recruitment events and managed an \$800 budget for about 55 rushees and 60 brothers to attend.

Florida Caribbean Students Association

Conference Director

Miami, FL

Sept 2018 – April 2019

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

Caribbean Students Association

Secretary

Miami, FL

June 2017 – June 2018

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

SKILLS

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

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