ZOE QUINLAN

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**EDUCATION**

***Florida International University* Miami, FL**

BS Information Technology – Software ● Minor in Project Management Expected Grad Date: Spring 2019

***Clarence Fitzroy Bryant College* Basseterre, St. Kitts**

AA Information Communication Technology Aug 2013 – May 2015

**EMPLOYMENT**

***Florida International University,* Miami, FL**

*Computer Support Specialist* 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,* Miami, FL**

*Programming I Learning Assistant* 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,* Hermitage, TN**

*ITS Project Management Office Intern* 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,* Miami, FL**

*Information Technology Services Intern* 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 Director Users & Computers, Remote Server Administration Tools,ServiceNow ITBM, System Center Configuration Manager, SharePoint, SQL Server Management Studio, WordPress, Google GSuite, Microsoft Visual Studio