Alex Cushing

abcushing789@gmail.com

Linkedin

1(603) 686-9740

15 Holmgren Rd, Stratham, NH

Profile	● **Great Bay Community College, Class of 2020** Associates Degree in Information Systems Technologies, graduated with honors ● **Plymouth State University, Class of 2015** Bachelor of Arts Degree in Communication and Media Studies

Employment

Wright & McGill, *Denver, CO*

IT Support Analyst
- Onsite Systems Admin/Help Desk role for a large manufacturer
- Assist non technical users with IT issues and/or upgrades
- Experience with MS O365, Apple Business Manager, Oracle ERP, Warehouse Barcode Scanners, Tape Server Backup systems

April 2022- Sep 2022

TEKsystems, *Greenwood Village, CO*

Tier 1 Helpdesk Technician Contractor
- Completed two remote contracts for Epic Resorts and SRKconsulting
- Experience with Active Directory, O365 suite, ticketing systems, cloud storage, virtual and general IT troubleshooting

Dec 2021- March 2022

Pentucket Bank, *Haverhill, MA*

Tier 1 Helpdesk Technician
- Assist the IT support team with end user support and documentation
- Collaborate on infrastructure and hardware upgrades
- Experience with Active Directory, Domain Controllers and Regulatory Compliance (FDIC regs), Network, Security (Sophos)

Feb 2020- July 2020

International Association of Privacy Professionals, *Portsmouth, NH*

Summer Internship Program, IT Support
- Assist the IT support team with end user support and documentation
- Facilitate the implementation of breakfixes and installations
- Experience with Jira, Salesforce, Zoom and Data Privacy regulations

Summer 2019

Education

University of Denver Coding Bootcamp, *Denver, CO* (online)
6 Month Full Stack Coding Bootcamp Certificate
Experience in HTML, CSS, APIs, Javascript, Node.js, Express.js, React.js, MySQL, MongoDB and more

2022-2023

Great Bay Community College, *Portsmouth, NH*
Class of 2020- Associates degree in Information Systems Technologies
Experience with MS Office 365, Hardware, VMware, Windows/Linux, Win Defender/Norton365, Networking, Security, and Python Programing

2018-2020

Plymouth State University, *Plymouth, NH*
Bachelor of Arts Degree
Communication Studies Major with an option in Film and Media Anthropology/Sociology Minor

2011-2015

References

Doug Graham - IT Manager, Wright & McGill	1(303)324-1329
Kevin Frasure - Contract Manager, TEKsystems	1(970)797-3455
Robert Glosner - CIO, Pentucket Bank	1(978)556-5505
Mark Valliare - IT Operations , IAPP	mvalliare@iapp.org