Alex Cushing

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1(603) 686-9740
15 Holmgren Rd, Stratham, NH

Linkedin
My Portfolio

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	*VF Corporation (Timberland), Stratham, NH*	
	Service Delivery Technician	*Aug 2023-Feb 2024 (Current)*
	● Onsite Service Delivery/Help Desk role for corporate/retail company	
	● Assist non technical users with IT issues and/or upgrades	
	● Experience with MS O365, Zoom, JAMF, Ticketing systems	
	Wright & McGill, Denver, CO	
	IT Support Analyst	*April 2022-Sep 2022*
	● Onsite Systems Admin/Help Desk role for a large manufacturer	
	● Experience with MS O365, Phones, Apple Business Manager, Oracle ERP, Warehouse Barcode Scanners, Tape Server Backup systems	
	Pentucket Bank, Haverhill, MA	
	Tier 1 Helpdesk Technician	*Feb 2020-July 2020*
	● 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)	
	International Association of Privacy Professionals, Portsmouth, NH	
	Summer Internship Program, IT Support	*Summer 2019*
	● 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	

Education	*University of Denver Coding Bootcamp, Denver, CO* (online)	*2022-2023*
	6 Month Full Stack Coding Bootcamp Certificate	
	Experience in HTML, CSS, APIs, Javascript, Node.js, Express.js, React.js, MySQL, MongoDB and more	
	Great Bay Community College, Portsmouth, NH	*2018-2020*
	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	
	Plymouth State University, Plymouth, NH	*2011-2015*
	Bachelor of Arts Degree	
	Communication Studies Major with an option in Film and Media Anthropology/Sociology Minor	

References		
	Karen Whittman - Service Delivery Manager, VF Corp	1(603)775-3339
	Doug Graham - IT Manager, Wright & McGill	1(303)324-1329
	Robert Glosner - CIO, Pentucket Bank	1(978)556-5505
	Mark Valliare - IT Operations , IAPP	mvalliare@iapp.org

Dear Sir or Madam,

Please consider me for your Desktop Support position. I recently graduated from a Full Stack Coding Bootcamp through University of Denver. Before that, I had graduated with an Associates Degree in Information Systems Technology from Great Bay Community College, with Honors. I also have a BA in Communication and Media Studies from Plymouth State University.

Along with my education, I have a variety of experiences. My first job was working at Funarama on Hampton Beach. I worked there for 6 seasons during high school and college, and was a manager for 4 years. The job was mostly customer service, but with video and mechanical troubleshooting. While attending PSU, I had a few different jobs. I worked at Waterville Valley Ski Resort in Waterville Valley, NH at their Snowsports Desk. This job taught me what to expect while working with the public.

While I was a student at GBCC, I worked for the International Association of Privacy Professionals as their IT Operations Support Technician Intern. It gave me experience with programs such as Jira, Slack, RDP, Zoom and MS Office365 as well as AV (headsets and webcams) and peripheral hardware. I worked not only with desktop support, but I learned about safe privacy policy as well.

While finishing my final semester, I was able to get a temporary job with Pentucket Bank through Alexander Technology Group. Originally, I helped the bank with documenting regulatory compliance for their yearly FDIC audit. They passed that audit in March, which is when COVID-19 hit. What was originally a 3 month gig turned into a 6 months. After working at Pentucket, I moved to Denver, CO. I was there for about a year. I found a full time position with Wright & McGill. Although it was not my first manufacturing job, it was the first IT job I have worked in a manufacturing environment. After working in IT operations for a few years, I enrolled in a coding bootcamp to learn about the development side of IT. Recently I worked for VF Corp out of the Timberland headquarters supporting retail and corporate employees.

Thank you for considering me for this position. I can be reached at abcushing789@gmail.com or by cell at 1(603) 686-9740.

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