Alex Cushing

Linkedin

abcushing789@gmail.com

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**
	   Bachelors 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

Denver University 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/Nortion365, 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

Dear Sir or Madam,

Please consider me for your Web Developer position. I recently graduated from a Full Stack Coding Bootcamp through Denver University. 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. The job was mostly customer service, but with video and mechanical troubleshooting. While attending PSU, I had a few different jobs. One of them was working at Waterville Valley Ski resort in Waterville Valley NH at their Snowsports desk. While this was before I had my IT degree, Waterville 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. This was the first office job I have had, and 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 was expected to help 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 because of COVID-19. After working at Pentucket I Ended up moving to Denver CO, I was there for about a year. While out there I worked 2 contract IT roles for TEKsystems. After the 2nd contract, there were no other contracts lined up so 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 try and get into the development side of IT. Your Web Developer position seems like it would be a great fit given my experience. 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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