Alexander John

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OBJECTIVE

To further expand my professional work and technical experience by *implementing* original ideas, *offering* support, and *solving* everyday problems working within large and growing companies.

TECHNICAL SKILLS

Language Experience: C, Java, HTML, CSS, JavaScript
Operating System Experience: Windows, macOS Sierra, iOS
Software Experience: Microsoft Office, iWork, Adobe CC Suite

PERSONAL PROJECTS

My programming exercises are hosted on GitHub at https://github.com/alexander-john. My personal webpage can viewed at https://alexander-john.github.io.

PROFESSIONAL EXPERIENCE

Wireless Asset Management Analyst   **Feb 2017 - August 2017**
New York City Administration for Children's Services, New York City, New York

- Process requests for various assets.
- Configure and setup smartphones, laptops and iPads.
- Create and organize spreadsheets for decommissioned equipment.
- Responsible for research and resolutions of historical asset records that are unclear.
- Issue, copy, sort and manually file contract agreements for devices and wireless services.
- Assist other wireless asset team members with tagging and scanning of equipment to inventory.

IT Specialist Intern   **Jan 2016 - Nov 2016**
New York City Human Resources Administration, Brooklyn, New York

- Worked hands-on to solve computer hardware and software issues.
- Maintained a web database application of multiple users and their work sites.
- Developed an interns manual to assist incoming interns in working with specific web apps.
- Worked within a team of IT Specialist to solve, manage, and distribute incoming ticket incidents.
- Worked alongside System Administrators and assisted with troubleshooting multiple work stations.

Computer Hardware Technician Intern   **Sep 2015 - Jun 2016**
City Polytechnic High School of Engineering, Architecture, and Technology, Brooklyn, New York

- Worked alongside the lead school Network Engineer.
- Built and setup workstations for teachers to maximize work efficiency.
- Assisted with hardware assembly, repair and configurations for various devices.
- Installed and configured Chromixium OS onto multiple computers for optimization.
- Worked within classrooms and assisted teachers with implementing their technical lesson plans.