ALLAN BURNS

9 Murphy Court, Newton, MA 02458　　　　　870-270-7438　　　　　allanlburns@gmail.com

EDUCATION

Boston University, Boston, MA
　　Master of Education in Teaching English as a Second Language (TESOL), GPA 3.70　　Jan. 2014

University of Central Arkansas, Conway, AR
　　Master of Arts in History, GPA 4.0　　Aug. 2009
　　Bachelor of Arts in History, minor in German, GPA 4.0　　Dec. 2006

PROGRAMMING EXPERIENCE AND IT CERTIFICATIONS

Programming experience: Python, Linux, Django, PostgreSQL, Git, GitHub, Ruby, Ruby on Rails, LAMP Stack, HTML/CSS, Bootstrap, JavaScript, PHP, Laravel, jQuery, SQL, MySQL, Windows Active Directory, BitBucket, Heroku

Github:　　　https://github.com/allanlburns
LinkedIn:　　https://www.linkedin.com/in/allan-burns-33b48a32

Member of The Boston Python User Group since October 2018

Comptia A+, April 2016
Microsoft MCSA: Windows 8 Desktop Administrator, July 2016
Comptia Network+, September 2016

PROFESSIONAL EXPERIENCE

Acrolinx, Burlington, MA　　2018-present
Technical Support Engineer
- Provide software support to SaaS customers including Amazon, Google, Facebook, IBM, *et al*. through Zendesk ticketing system
- Reproduce customer issues with usage of Acrolinx software
- Escalate software bugs and code-related issues to Berlin-based developers through JIRA tickets.
- Coordinate updates, maintenance, and new instance creation of Rackspace-managed AWS servers for customers' cloud-based Acrolinx server installations
- Overhaul virtual machine infrastructure that hosts the Support team's testing environments
- Set up laptops and user accounts for North America-based new hires and track NA inventory

Commonwealth Financial Network, Waltham, MA　　2017-2018
Contractor for Technology – Operations, Engineering/Hardware
- Configured laptops for and set up workstations for new hires
- Imaged computers for redeployment
- Troubleshoot hardware problems and responded to tickets from ServiceNow ticketing system
- Set up conference rooms for teleconference using Vidyo software and hardware
- Updated hardware assets in asset management system
- Configured and shipped firewalls to CFN-affiliated advisors

The Cambridge Institute for International Education, Waltham, MA　　2015-2017
Program Associate/Backup Service Desk Analyst
- Create and update new users in Active Directory, Exchange Server, and Office 365
- Image and configure computers for new hires and for replacement workstations
- Manage compliance, maintenance, reimaging, and asset management of company cell phones
- Respond to and process Service Desk tickets for office-based users and remote staff via VPN
- Facilitate my region's weekly conference call with 20+ remote staff members through Adobe Connect, Skype for Business, and Zoom software
- Spearheaded host document registry project during the company's transition from Google to Microsoft services by collaborating with the accounting and IT departments on cloud storage solution
- Upload stipend payment Excel sheets into accounting software and troubleshoot errors

New England Comics, Norwood, MA; Allston, MA   2011-2015
Store Manager
- Managed daily operations five days a week and served as primary point of contact
- Reconciled transactions, made deposit daily, and submitted daily transaction report to main office
- Updated website weekly for four store locations
- Updated inventory files weekly in company's central database
- Installed surveillance system for three stores

Northeastern University Global Pathways, Boston, MA   2010-2011
Senior Lecturer
- Taught freshmen-level American history to predominantly Chinese international students
- Created and updated on-line course content

EF International Schools, Brighton, MA   2010-2011
Instructor of English
- Taught integrated skills English course to native Spanish, Turkish, and Japanese-speaking students
- Developed curriculum and taught intermediate and advanced-level communication elective courses

University of Central Arkansas, Conway, AR   2007-2009
Graduate Assistant
- Scheduled and administered faculty evaluations
- Tutored students requiring additional assistance, including several international students

OTHER SKILLS
- Studied in England, Germany, and Costa Rica. Traveled to France, Austria, Switzerland, and the Czech Republic
- Conversant in German. basic conversational ability in Spanish, and basic knowledge of French