

# ALLAN BURNS

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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, BitBucket, Heroku

**Personal site:** [www.allanburns.tech](http://www.allanburns.tech)

**Github:** <https://github.com/allanlburns>

**LinkedIn:** <https://www.linkedin.com/in/allan-burns-33b48a32>

**Codewars:** <https://www.codewars.com/users/allanlburns>

**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