

BRADLEY RASMUSSEN

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Portland, OR

EDUCATION

B.S., Computer Science	Portland State University Portland, OR	<i>September 2011 - current</i> Expected Graduation: January 2017
High School Diploma	Kahuku High & Intermediate School Kahuku, HI	<i>Graduated: 2005</i>

EXPERIENCE

PORTLAND STATE UNIVERSITY – COMPUTER ACTION TEAM

ADMINISTRATIVE ASSISTANT *January 2012 – current*

- Led team of 7 user support employees responsible for overseeing help desk volunteers
- Facilitated communication between department teams and administration
- Assisted department with purchasing, inventory, and record keeping
- Managed keycard access system for 2000+ students

VOLUNTEER COORDINATOR *March 2013 – April 2014*

- Managed group of 120 help desk volunteers
- Evaluated volunteer performance and improvement
- Led weekly meetings and scheduled events and IT training classes

USER SUPPORT SPECIALIST *February 2011 – March 2013*

- Utilized various account management and ticket tracking technologies
- Communicated with users at desk and via phone and e-mail
- Resolved user IT problems in a friendly, professional manner

RIVERSTONE RESIDENTIAL GROUP

CONCIERGE *May 2008 – March 2011*

- Provided superb customer service for downtown high-rise apartment complex

PROJECTS & VOLUNTEERING

- User Support Volunteer for PSU Computer Action Team. September 2011 – December 2012
- Year-long IT training program for system administration of Linux and Windows systems
- Association for Computing Machinery – PSU Chapter President, 2012
- Wrote a Dice-rolling IRC bot in C

SKILLS

- Proficient in: C, C++, Java, L^AT_EX, SQL, Git
- Basic Understanding of: Bash, Python, Puppet, Nagios