CALEB ETIENNE

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Professional Summary
As a recent college graduate, with a strong aptitude to learn new software, databases, and systems in the Education/Technology Industry, I look to leverage my IT knowledge and experience into a role as an Educator.

Education
Rutgers, The State University of New Jersey - Rutgers Business School   Newark, NJ
Bachelor of Science, Management Information Systems   August 2022
- Member, Management Information Systems Association (MISA)
- Relevant Coursework: Business Policy & Strategy, Finance, Structured Programming Applications

Essex County College   Newark, NJ
Associate of Arts, Liberal Arts   December 2020
- Awards: Dean's List 2020, EOF Graduate

Technical Skills
Languages: Java, JavaScript, HTML5, CSS3, Python
Software: MS Office Suite, Adobe Creative Cloud, ServiceNow, Visual Studio
Additional: SQL, OOP, IT Support, Debugging, Troubleshooting, Testing

Experience
Office of Information Technology - Rutgers University   Newark, NJ
Rutgers Biomedical & Health Sciences

Information Technology Consultant   October 2021 – Present
- Foster clear and efficient communication with colleagues, managers, and clients within consulting.
- Engage in both teamwork and independent work to deliver excellent customer support and technical guidance to various users, including medical and non-technical customers, faculty, staff, and students via phone, email, on-campus interactions, and chat.
- Resolve network problems, guarantee operational equipment, software and identify possible risks.
- Develop and manage documentation materials, such as handouts, and accurately track website usage statistics using appropriate software.

Kite+key, Rutgers Tech Store & Computer Repair   Newark, NJ
Retail Specialist   March 2021 - October 2021
- Documented technology processes, costs, and metrics to create knowledge databases on e-commerce websites.
- Delivered and hosted in store workshops, participating in marketing and tabling events to increase brand awareness.
- Provided above average knowledge of Apple products and retail industry experience in MS Applications.

Amazon Fulfillment Center   Elizabeth, NJ
Associate Specialist   March 2017 - March 2021
- Received and prepared inventory for delivery using technology like smartphones and handheld devices to sort, scan, and prepare orders.
- Recipient of Amazon's Career Choice Program providing eligible employees with assistance to pursue training in Information Technology career paths.

Online Learning   October 2022 – Present
- Google: IT Automation with Python, IT Support, UX Design, Data Analytics & Project Management
- Skillsoft