David C. Surbey

of Information Systems

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Bachelor's of Science in Computer Information Systems Technology
Purdue University 2005-09
GPA: **3.67/4**   Semester Honors: **7**   Dean's List: **6**

○ Comfortable Presenter	● Troubleshooter
○ Strong 'interpersonal' Communicator	● Diverse Diagnostician
○ Pragmatist	● Would Love to Relocate

- Gained 7 year's worth of Presentational Technical Training; preparing documentation for groups to be able to piece-meal/step through new applications, hardware installations, and stack functions such as the new vpn to terminal server for remote employees or abroad works.
- Languages: Agile, French, Elixir, Ruby on Rails, Domo.com, T.R.A.C.T.I.O.N., Spanish, .Net, Java, Javascript. Chinese. Slow, before 'fluid' would be likely; syntax is slow-to-fast..

I tried to pair, mostly, my love of Customer Service's triage positioning for Network and Information System's response sake; answering the phones or just being around let me understand most of the stack, piece-wise. Jack-of-All-Trades.

- ○ Helpdesk Tech to Admin: For over 15 years as an agent of hardware and software technical support, installed, repaired, maintained, and in disaster, recovered; I loved answering phones the most. Everyone always appreciated that their 'problem', in my eyes, was 'true/again-true'.

- ○ Reporting: Mostly throughout many 'Microsoft Workplace' Jr. Administrator role(s); their computers were always my priority. I love maintenance as technology has become easier to replace in hardware failure +/- fatigue response cases, technology has become easier to document into, ie: SharePoint. Helpdesk was always about Hardware and software problems; documentation helped prove a server got replaced, that day, instead of failing. More than once the misdiagnosis is frighteningly hard to convince without documentation. Server VM's to No-Backups-A-Year…

- ○ 5 Years- > L.A.N., M.A.N., and W.A.N. triage. Learned DeepFreeze and Norton Ghost. Domo.com for reporting; that Information System is legit. Microsoft's permanent competitor.

#2.TP Orthodontics, Inc.	#1. Purdue University North Central	#3. Golden, newly a Purple Venture	Tier 1 thru 4 *System(s) & Integration*
An International Mfg.	Undergraduate & Graduate Campuses	Technologies: As: A Service	**Programmer** Since '04
1-(219)-785-2591	*1-(219)-785-5200*	*1-(219)-462-7200*	**#4. Caregiver & Translator**
Jan 2011-2013	*Dec 2008-2011*	*May 2013-2015*	*Wife: 2014-2021; died 2021*