

RORY ACKER

☎ 810.422.3834 @ ackerr13@gmail.com



WORK EXPERIENCE

Software Support | Thomson Reuters

2013 - present

- Diagnose and resolve issues with Citrix based cloud applications.
- Support Creative Solutions applications in a SaaS/VO environment.
- Troubleshoot cloud server and local enterprise software installations.
- Test software and communicate points of interest with development.
- Conduct external user trainings for our Web Services offerings.
- Customize firm websites with our site wizard (including edits to HTML, CSS, and XML code).
- Develop and maintain positive working relationships with our end-users.
- Resolve senior level escalated support tickets.

Assistant Manager of Guest Services | Sloan*Longway

2010 - 2013

- Supervise staff members and volunteers at any of the three Sloan locations.
- Operate and balance register.
- Provide exemplary service to customers daily.
- Handle, protect, and maintain museum and gift shop artifacts.
- Build and assemble exhibits under direction of curator.

US Congressman Dale Kildee Internship | City of Flint

2011 - 2012

- Create, process, and organize case files.
- Develop relationships with constituents.
- Work cooperatively with relevant government organizations.
- Work as a liaison for groups who support the congressman.

EDUCATION

Grand Circus Coding Bootcamp

2015

- Intensive 10 week Front-end Web Development bootcamp
- JavaScript, HTML5, CSS3, JQuery, Bootstrap, Angular JS, Git/GitHub, RESTful APIs

Grand Valley State University | Bachelors of Arts in History

2006 - 2010

- Double minor in German and Business
- Major GPA of 3.866
- Studied abroad in Schwäbisch-Gmünd, Germany

LEADERSHIP & MERITS

Allendale-Grand Valley Boxing club
Co-Founder and Financial Officer

Hauenstein Center's Peter Cook Leadership Fellow

German Fluency
40% Speaking, 60% Reading, 60% Writing

ACKNOWLEDGEMENTS

Photo Essay Published with Grand Rapids Historical Commission Online Archives

Research Presenter at 34th Annual Great Lakes Historical Conference

SOFTWARE EXPERTISE

Windows OS/Mac OS

Git/Github

Microsoft Office
Excel, Word, Access, Outlook, Outlook Express, PowerPoint

Citrix Xenapp & Visionapp

Creative Solutions Suite
Ultratax CS, Web Builder CS, Practice CS, Accounting CS, Creative Solutions Accounting, Fixed Assets CS

Explorer(Museum POS system)