Eden Syoum

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GENERAL ASSEMBLY
Remote / New York, NY
May 2016 - Present

UNIVERSITY OF PENNSYLVANIA
Philadelphia, PA
Apr 2015 - May 2016

UNIVERSITY OF PENNSYLVANIA
Philadelphia, PA
Sept 2014 - Apr 2015

GRAYSON SKY
Philadelphia, PA
July 2014 - Sept 2014

UNTRA COROPRATION
Philadelphia, PA
Feb 2013 - July 2014

TEMPLE UNIVERSITY
Philadelphia, PA
May 2008 – May 2012

S K I L L S

| HTML5 | CSS3 | Rails | JavaScript | GitHub/Git | PostgreSQL |
| MySQL | Ruby | UX/UI | Responsive Design | Wireframing | Mockups |

User Support   Troubleshooting   Customer Service   Critical Thinking
Problem Solving   Dedication   Collaboration   Communication

E X P E R I E N C E

WEB DEVELOPMENT IMMERSIVE

A 13-week intensive web development and programming bootcamp that I am currently attending to further my backround in web design and server support/consulting. My goal with this course is to find ways to programmatically better the client's experience. I am gaining a lot of skills with HTML5, CSS3 and JavaScript and embarking on a new journey with Ruby on Rails using PostgresQL to create and maintain databases.

IT SPECIALIST - INFORMATION SYSTEMS & COMPUTING (ISC)

• Part of team of techs supporting 3,000+ users and client machines across 20 depts
• Gained experience organizing and executing data migrations, project rollouts, big fixes, scripting, patching and software and hardware with experienced system administrators and project managers
• Created workflows for various types of clientele, concerning security practices, web efforts, databases, asset tracking and more
• Attended workshops and IT conferences regarding security efforts in the cloud, etc

IT ASSISTANT - BIO/PSYCH DEPTS, SCHOOL OF ARTS & SCIENCES (SAS)

• On-site technical support for faculty and staff in research labs and classes
• Consulted users to optimize educational workflows
• Technical advice regarding security and backup solutions
• Creation of Drupal websites for research labs in Biology and Psychology
• Hardware support, imaging, software installations and troubleshooting
• Creation and maintenance of technical documentation

FRONT-END WEB DESIGNER (INTERN)

• Assisted lead web developer in executing websites to completion
• Practiced semantic HTML5, CSS3, responsive design and light JavaScript
• Creation of mockups, wire frames and web design workflows
• Liaison for UI and UX concerns for websites and web applications
• Introduction to MySQL/PHP, GitHub, MAMP and Basecamp
• Worked with copywriters, graphic designers and videographers in implementing content with web mockups/wireframes

HELP DESK TECHNICIAN, LEVEL I

• Help desk first point of contact in person, remotely and via email and phone
• 300-600+ user base, supporting various companies and many different servers
• Technical correspondence with detailed instructions, documentation for users
• Communication of technical concepts to users in a friendly and efficient manner
• Continuous research, implementation and troubleshooting of new technologies, devices and solutions

E D U C A T I O N

Bachelor of Arts in Political Science / Minor in Spanish
Cumulative GPA of 3.71 -- Cum Laude
Phi Beta Kappa & Phi Sigma Alpha