


Richard Elphinstone

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Currently pursuing a transition into the IT field with an interest in programming, data analysis, and system development. While enrolled in a coding-based college program and taking multiple courses to expand my knowledge, I want to apply what I am learning into real world use. I know that with my prior experience of critical thinking, problem solving, customer service, and perseverance to figure out any problem, I can become an essential member that contributes to a team's goals.

EDUCATION

Currently Enrolled in B.A. General Studies Concentrated in Coding

Southern New Hampshire University
(Graduating - 2022)

2021 - Present

3.8

Courses

- Scripting
- Application Development

Associate Degree in General Studies

Beaver County Community College

2007 - 2010

WORK EXPERIENCE

UPMC

Journeyman 1 - Stationary Engineer

2019 - Present

Achievements/Tasks

- Critical thinking and problem solving of a constantly evolving environment.
- Increased Work Order ticket client survey scores by over 25% in department with prioritization skills.
- Troubleshooting of Howard Med Carts (Electronics, Power Supply, and Motor Issues)
- Over the Phone support with Metasys and Portal Software facility controls.
- On Call Rotation.

Norfolk Southern Railroad

Machinist

2011 - 2019

Achievements/Tasks

- Problem Solving and troubleshooting of complex systems. (Mechanical and Airbrake - Pneumatic signal/Software issues)

United States Marine Corps Reserve

Helicopter Airframes/Hydraulics

2006 - 2012

Achievements/Tasks

- Led multiple mission-oriented project teams of 5 or more.
- Problem solving and troubleshooting of hydraulic systems.

SKILLS

Python



Java



SQL



Excel



Word



PERSONAL PROJECTS

Coding Projects (Python/Java) (2021 - Present)

- Developed text-based adventure game. (Spooky Street - Python)
- Developed small Java applications such as a math questions game.
- Working on Java Brick breaker game to utilize OOP principals.

Voluntary Computer Building and Troubleshooting
(2005 - Present)

- Building and Troubleshooting computers for multiple people who have asked.
- Troubleshooting home network issues for others.
- Upgrading Computers with "off-the-shelf" components.

CERTIFICATES

Google IT Support (2021)

Google Data Analytics (2021)

SOFT SKILLS

Customer Service

Public Speaking

Prioritization

Perseverance

Empathy

Critical Thinking