

James W. Folkert

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Key Skills

Extensive
Python
Experience

Collaboration
in a Git
environment

Experienced in
HTML 5,
JavaScript and
CSS

Excellent
Customer
Service

Ticket based
help- desk
systems

Computer/
Network
hardware

Familiar with
ruby Perl,
CSS3, C++,
PHP

Computer
troubleshootin
g, including
freelance work

Education

Michigan State
University,
East Lansing MI

**BS - Media
Arts and
Communicatio
n**, Expected
May '14

INFORMATION Technology SPECIALIST

Student, with a passion for expanding my base of knowledge

I am a senior at Michigan State University with a strong desire to gain experience in the IT field, specifically network administration and maintenance; Currently in Fall semester with classes focused on IT management and interactive website design; Diverse skill-set including customer service skills and a wide variety of technology experience.

Technology Summary

Website design and Maintenance:	Dreamweaver, Sublime, WinSCP, FTP, Quick and accurate website design based on customer's needs
Systems:	Unix-Based Systems (Puppy Linux, Linux, OSx); Windows (Win95 to 8.1)
Networking:	LANs, WANs, VPNs, Routers, DHCP, Firewalls, TCP/IP, General Network Setup
Software:	MS Office; Adobe Creative Suite; Bomgar; Spinrite; Hiren

Experience

Drew Scholars Program, East Lansing, MI	Webmaster , 2013-Present
ANR Technology Services, East Lansing, MI	Student Tech I , 2012-2013
MSU GreenLine., East Lansing, MI	Telephone Sales , 2011-2012
MSU Culinary Services, East Lansing, MI	Sanitation Lead II , 2010-2011

Became an expert in several skills for multiple employers. Highlights:

- **Customer Service:** Between waiting, telephone sales, and Desktop support, I have had the opportunity to interact with innumerable amounts of people on a daily basis; this has given me a solid reputation for having great skills in this area.
- **Computer Troubleshooting:** The critical part of my job at ANR was taking what users break, and making it work again, a lot of this happens remotely. I have a strong strategy for figuring out a problem, and solving it in a time sensitive manner
- **Server Maintenance:** My team was involved with revamping the existing method of computer maintenance and implementing a Windows Deployment Server. This was a great learning experience for me.
- **Computer Security:** Was responsible for helping users with data security and cleaning up large and small computer infections.
- **Leadership:** Led a small team of student workers during my time at MSU Culinary Services. I have also been on the executive board of my Fraternity numerous times. Including the Treasurer for the 2013-2014 year.
- **Communication:** In my interpersonal relationships with colleagues, I have become known as a person who communicates his ideas clearly and efficiently.