

Gavin Barton

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EDUCATION

University of Missouri-Kansas City, Kansas City, MO

2024 - Present

Bachelor of Science, Computer Science

Johson County Community College, Overland Park, KS

2022 - 2024

Associate of Science, General Sciences

PROFESSIONAL EXPERIENCE

UM Academic Technology, Columbia, MO (Remote)

2024 - Present

Student Technical Assistant

- Aids students and staff with resolving various technical issues in software used at the UM System school, including Instructure Canvas, Zoom, Panopto, VoiceThread, Turnitin, Respondus Lockdown Browser, and Honorlock
- Responsible for providing assistance to instructors to help set up courses in Canvas LMS and for assisting instructors with copying content between courses and combining courses in Canvas LMS
- Documents details about technical issues using both the Freshdesk and TeamDynamix ticketing systems
- Writes articles for the UM Academic Technology knowledge base with instructions for how resolve or troubleshoot common technical issues at the UM System schools for faculty members and articles that document internal procedures for UM Academic Technology

Johson County Community College, Overland Park, KS

2022 - 2024

Student Support Technician

- Aided students with resolving various technical issues in software used at JCCC, including Instructure Canvas, Microsoft Office, Google Drive, and the college's website
- Was responsible for resetting passwords and verifying identities of students who requested password resets via security questions.
- Documented details about technical issues using the TeamDynamix ticketing system
- Wrote articles for the JCCC knowledge base with instructions for how to resolve or troubleshoot common technical issues at JCCC for students and faculty

K12itc, Shawnee KS

2021-2022

Student Technology Intern

- Worked with an Onsite Support Technician at Mill Valley High School to assist students and staff in resolving technical issues with their school issued MacBooks, printers, projectors, and other technology in the building
- Managed the slideshow on the school public message board system using Carousel Digital Signage

SKILLS

Programming languages: Python, Java, C++, HTML, CSS, JavaScript

Computer software/ frameworks: React, Git, Microsoft Office, Google Drive, Ellucian Experience, Azure Active Directory, Canvas LMS, Zoom, TeamDynamix, Freshdesk, Panopto, VoiceThread, Turnitin, Respondus Lockdown Browser, Honorlock