

# George Glessner

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## Education:

Grand Valley State University, Allendale, MI  
Bachelor of Science in Computer Science  
Minor: Mathematics

## Experience:

### Software Application Developer

January 2019 – Present

Service Express, Phoenix, AZ

- Create and enhance intranet web applications.
- Troubleshoot / fix problems relating to the intranet.
- Create custom API / microservice solutions.

### Software Application Developer Intern

February 2018 – December 2018

Service Express, Grand Rapids, MI

- Created the first single sign on application for the company intranet.
- Handled over 800 IT tickets.
- Completed many misc. stories and smaller projects.

### Level 1 Technician

Grand Valley State University IT Help Desk, Allendale, MI

August 2016 – May 2018

- Assisted Grand Valley Students/Faculty/Staff with IT related problems.
- Maintained the library print resources to make sure they were functioning correctly.
- Assigned tickets to corresponding technicians using IT ticketing software Cherwell.

### Intern

Grand Rapids Metrology, Grand Rapids, MI

Summer 2016

- Assisted in troubleshooting the calibration management system powered by IndySoft and made any needed changes.
- Developed a new interactive flowchart system using MSSQL that incorporated every step of the equipment process to allow customers to track the status of their equipment.
- Created new digital layouts and forms for the company to reduce paper waste.

## Skills:

- |                   |                          |
|-------------------|--------------------------|
| • Python          | • Microsoft SQL Server   |
| • PHP             | • Oracle Server          |
| • JavaScript      | • Linux/Unix             |
| • Java            | • Git                    |
| • SQL / PL/SQL    | • Apache / Microsoft IIS |
| • Atlassian Suite | • AWS                    |