GRANT SOLOMON

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PROFILE

I'm a talented computer science graduate with extensive experience designing, programming, and maintaining software and web applications both on my own and alongside a team.

I have extensive experience leading and supervising a team in the development of a variety of software, as well as handling the necessary training that accompanies it.

I've worked with Valdosta State University's Information Technology department for over 3 years, gaining hands-on experience while simultaneously taking classes to complete my B.S. in Computer Science.

In my time at Valdosta State University, I've functioned as:

- Editor for the university's website

- Manager for the university's IT help desk

- System administrator for the university's ticketing system (Ivanti Service Manager)

- System administrator for the university's two-factor management system (Duo)

EDUCATION

B.S. in Computer Science May 2022
Valdosta State University - Valdosta, GA

EXPERIENCE

IT Help Desk Manager Aug 2021 - til date
Valdosta State University - Valdosta, GA
- System administrator for our ticketing system (Ivanti Service Manager)
- Handled the hiring, training, and supervision of our call agents

Web Development Internship Jun 2021 - Dec 2021
Valdosta State University - Valdosta, GA
- Created a website for the Southwest Georgia Healthcare Partnership
- Learned how to manage and work with clients

IT Student Manager Feb 2020 - Aug 2021
Valdosta State University - Valdosta, GA
- Tasked with assisting faculty, staff, and students with technology issues
- Provided IT support, knowledge, and training for our call center agents

PROJECTS

Data Structure Analysis. To showcase the functionality of a cyclic doubly linked list, I worked with a small team to create two Java-based applications: a media player and a digital game of Uno.

Agile Software Development. To gain experience with agile software development, I worked with a team to create a software to manage a network of vending machines. We programmed the software in Java and used GitHub to track our sprints and assign tasks.

Capstone Project. For my senior capstone project, I worked with a team to create a 2D, retro-style game with a custom-built game engine. We programmed the game in C++, used SFML API to create the game engine, and used a GitHub repository to host the code and track/assign tasks to organize our sprints.

Redesign Valdosta State University's Ticketing System. In order to meet the needs of the university, I led a project to update the self-service side of our ticketing system (Ivanti Service Manager). I used HTML, CSS, and JavaScript to redesign the system to be professional and end-user focused and organized focus-group testing sessions to refine the changes made with user feedback.