Harrison Clark

Madison, WI | 715-571-0737 | hjclark@wisc.edu |github.com/haclark30

Education

University of Wisconsin - Madison | Madison, WI
Bachelor of Science - Computer Science | December 2020

Related Courses Object-oriented Programming, Data Structures, Compilers, Algorithm Design, Operating Systems, and Mobile Systems.

Work Experience

AIG Travel | Stevens Point, WI
Application Performance Monitoring Specialist (full-time)
October 2018 - August 2020

- Administered AppDynamics, an Application Performance Monitoring tool used to monitor .NET applications, server infrastructure, user experience, and business metrics
- Analyzed application source code and worked with developers to fine tune metrics captured by AppDynamics
- Integrated different technologies into the AppDynamics platform including IBM DataPower, Alachisoft NCache, ServiceNow, and F5 BIG-IP load balancers
- Developed business and performance metrics for a major partner on-boarding project to ensure their integration was well monitored. This monitoring caught numerous issues on the partner's end before they were even aware of it
- Wrote custom Powershell modules for standardizing the deployment and configuration of AppDynamics agents

AIG Travel | Stevens Point, WI
IT Production Support Analyst (full-time)
November 2014 - October 2018

- Supported production systems and applications to ensure their availability to customers, employees, and business partners
- Diagnosed IT incidents to either triage to other support groups or follow internal processes to resolve the issue
- Automated a manual website testing process using Python and Selenium
- Acted as site lead for a company-wide project to upgrade all workstations from Windows XP to Windows 7

Library Technology Group, University of Wisconsin - Madison | Madison, WI
IT Help Desk Technician
September 2011 - August 2014

- Helped library staff and patrons access technological resources across more than 30 libraries
- Diagnosed and fixed problems with computers, printers, and access to digital resources via telephone, e-mail, and a walk-in help desk
- Created and maintained documentation on diagnostic and repair techniques used by fellow employees
- Acted as the student lead on a project to upgrade all library workstations from Windows XP to Windows 7
- Trained new help desk technicians in troubleshooting techniques, customer service, and basic IT concepts

Programming Languages and Technical Skills

- **Programming Languages**: Java, Powershell, Python, HTML/CSS, C, C#
- **Source Control**: Git, TFS/Azure DevOps
- **Other**: Android, Windows System Administration, Selenium, AppDynamics, ServiceNow