

# Harrison Clark

---

Madison, WI | 715-571-0737 | haclark30@gmail.com

## Computer Science Student and Aspiring Software Developer

---

- For the past 5 years I have worked in the IT support field, but I am now looking to transition to a software development role.
- I recently returned to the University of Wisconsin - Madison to finish a Bachelor's Degree in Computer Science.

## Education

---

### University of Wisconsin - Madison

Bachelor of Science in Computer Science

*Returned in 2018, expected to graduate in December 2020*

Coursework thus far has included object oriented programming, data structures, compilers, and algorithm design.

### University of Wisconsin - Madison

Bachelor of Science in Computer Science

*2010 - 2014 - Partially completed degree program.*

## Work Experience

---

### AIG Travel, Stevens Point, WI

Application Performance Monitoring Specialist, AIG Travel

*October 2018 - Present*

- Responsible for the administration of AppDynamics, an Application Performance Monitoring tool.
- Analyzed application source code 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 onboarding project to ensure their integration was well monitored. This monitoring has 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

*November 2014 - October 2018*

- Responsible for the availability of production systems and applications including customer-facing websites, business-to-business APIs, and internal desktop applications.
- Daily duties included monitoring a ticket queue for new incidents, quickly diagnosing and either triaging to other support groups or following internal processes to resolve the issue.
- Automated a manual website testing process using Python and Selenium. Scripts written for this were eventually integrated to the AppDynamics Synthetic Monitoring product.
- 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**

IT Help Desk Technician

*September 2011 - August 2014*

- Helped library staff and patrons with access to technological resources across more than 30 libraries.
- Diagnosed and fixed problems with computers, printers and access to digital resources via telephone, email 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.

## **Technical Skills and Programming Languages**

---

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