

Harrison Clark

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Computer Science Student and Aspiring Software Developer

- I have spent the last 5 years in the IT Support field, but I am now looking to transition to a software development role.
- 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, 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.

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