WEB RESUME OUTLINE

Experience:

* Help Desk Central
* Help Desk Central is the main hub and font line of defense for all things involved with Texas A&M’s Computer Information System. This includes the serves that house the Central Authentication Service and the wireless Authentication Services. In addition to this Help Desk Central also serves as a location for students and faculty to have any and all of their (non-course work) technology questions answered and problems resolved.
  + Resolved a variety of customer issues ranging from computer software to university logistics
  + Utilized problem solving skills to provide solutions for customers in a time sensitive environment
  + Effectively communicated the solution for customers in a time sensitive environment
  + Cooperated as a team through verbal and written communication
* CGI
* **CGI Group Inc.** is a Canadian [multinational](http://en.wikipedia.org/wiki/Multinational_corporation) [information technology](http://en.wikipedia.org/wiki/Information_technology) (IT) consulting, [systems integration](http://en.wikipedia.org/wiki/Systems_integration), [outsourcing](http://en.wikipedia.org/wiki/Outsourcing), and solutions company headquartered in [Montreal](http://en.wikipedia.org/wiki/Montreal), [Canada](http://en.wikipedia.org/wiki/Canada). CGI stands for *Conseillers en Gestion et Informatique* in [French](http://en.wikipedia.org/wiki/French_language), which translates to "Information Systems and Management Consultants", in English. However, the official English meaning is "Consultants to Government and Industry.”  CGI was founded in 1976 by Serge Godin, André Imbeau, and Jean Brassard. In August 2012, CGI acquired the British IT services company [Logica](http://en.wikipedia.org/wiki/Logica" \o "Logica) for $2.8 billion, making it the sixth-largest [IT services](http://en.wikipedia.org/wiki/IT_services) provider in the world.
  + Collaborated with an internal team to deliver Java Enterprise Web Application to customers specifications
  + Implemented software features
  + Utilized Scrum software development framework
  + Initiated on-boarding documentation for senior developers to transition onto the project efficiently
  + Created SQL scripts to assist in the process of ATSM regression testing
* KANM
  + Developed system requirements and design to implement radio station website
  + Lead a team to redesign radio broadcast and recording console
  + Solved server and computer problems in order to maintain radio on air and online broadcasts
  + Trained new members on technical acumen and radio broadcasting conduct
  + Presented regular updates and infrastructure layout to officer group
* Camp Quest Texas
  + Assisted in supervising of a group of 80 kids, ages 7-16
  + Taught Basic scientific principles such as the scientific method to classes of 20 kids at a time
  + Influenced children to think both scientifically and creatively
* Languges
  + C++, Java EE, C#, SQL, HTML, CSS, JQuery, XHTML, Verilog, MIPS
  + Git, Subversion, SQL Developer, Microsoft Office Tools (Excel, Outlook, Access), Network and Server Troubleshooting

Web Site Text:

I have had a few jobs in these early years of my career. They include, working on campus at the Texas A&M Central Help Desk, and Interning for CGI.

Although they were not “jobs” per-say, I did thoroughly enjoy working at KANM student radio, and volunteering at Camp Quest Texas.

As a Student Consultant I worked with a team of very bright young students where I was at the fore front of all Computer Information Service issues. A large number of issues that were resolved involved account problems of Texas A&M alumni (present, former, and incoming). In addition to these issues I also resolved customer networking issues (establishing email routing, and connecting to on campus servers).