

Henry Ouellette

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hxvry.com

EDUCATION

State University of New York (SUNY) College at Oswego

Bachelor of Arts in Information Science

December 2020

Minor in Computer Science

Minor in Cognitive Science

Dean's List: Fall 2020

TECHNICAL SKILLS

Programming: Java, Python, HTML, CSS, JavaScript, TypeScript, MySQL

Database Management: MS Access, Apache Tomcat

Operating Systems: Windows, Unix

RELEVANT EXPERIENCE

Bryx Rochester, NY

05/2022 to present

Customer Support Engineer

- Triage customer questions and concerns as they relate to Bryx Mobile and Bryx Station Alerting.
- Remote and on-site troubleshooting of rack-mounted hardware and software.
- Write code to enhance the customer experience as it relates to Bryx Mobile and Bryx Station Alerting.

Chiropassion Consulting Cicero, NY

03/2021 to 06/2021

Data Analyst/Social Media Manager

- Study Google Analytics trends pertaining to sales and enrollments in a course.
- Optimization of Google AdWords, including negative keywords.
- Improved CTR and SEO using Google AdWords.

SUNY Oswego Capstone Project Oswego, NY

12/2020

Student at SUNY Oswego

- Collaborated with colleagues on a Web store.
- Responsible for the integration of the front-end components with back-end components.
- Wrote all HTML, CSS, and JavaScript for the site.

Camden Central School District Camden, NY

06/2017, 08/2018

IT Support Technician

- Performed repairs on laptops, including repairing screens, motherboards, fans, batteries, and data ports.
 - Responsible for installation and removal of classroom computers.
 - Managed inventory of electronic devices for CCSD.
 - Handled client work orders.
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