



Jamie Graves

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OBJECTIVE

To obtain a full-time job focused on technology and public policy to utilize my knowledge of technological development, public service, and policy.

EDUCATION

Florida State University

Bachelor of Science, Political Science

Bachelor of Science, Information, Communication, and Technology

Expected December 2018

RELEVANT EXPERIENCE

IT / Business Analyst Intern, Brandt Information Services

May 2018 - Present

- Created and ran SQL queries for data analysis and QA Testing
- Analyzed and defined existing business processes and interdependencies.
- Communicated directly with client via online meetings and onsite visits.
- Worked with QA Software testing team on software releases.

Communications Intern, Andrew Gillum for Governor

March 2017 - Oct 2017

- Assisted Communications Director with market research
- Assisted in promoting events
- Compiled lists of media resources

IT Help Desk Supervisor, Brandt Information Services

Oct 2016 - Present

- Oversaw the handling of incoming help desk calls by service desk agents.
- Monitored schedules, attendance, discipline and productivity of service desk agents.
- Kept and maintained team's logs to ensure each agent is performing adequately, professionally, and efficiently.
- Kept and completed weekly workbooks and reported issues and important information to department managers.

Communications/Legislative Intern, FL Conservation Voters

Jan 2017 - April 2017

- Attended Florida House and Senate committee meetings
- Researched and tracked relevant legislation
- Researched candidates and donors
- Assisted with writing and editing content for social media posts

Communications Intern, US Securities & Exchange Commission

May 2016 - Aug 2016

- Worked within the Office of the Chief Operations Officer
- Assisted speech writer with writing and editing speeches for COO
- Wrote and edited internal newsletters distributed Commission wide
- Assisted with planning events

SKILLS

- Microsoft Office 2013 Certification (ex. Word, Excel)
- Computer programming/coding (JavaScript, HTML, CSS, SQL, XML, JSON)
- Technical and professional writing