# Jacob Howcroft

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**OBJECTIVE:**     Seeking a part-time position in web development.

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**EDUCATION:**     **University of Michigan, Ann Arbor, MI**
*September 2011 – May 2014*
B. S., Computer Science, G.P.A. 3.67/4.00
Courses: Operating Systems, Algorithms, Computer Organization, Logic Design
**Oakland Community College, Bloomfield Hills, MI**
*September 2010 – August 2011*
G.P.A. 3.80/4.00
Courses: Java, Object Oriented Programming

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**EXPERIENCE:**     **University of Michigan Information and Technology Services:**
**MiWorkspace Depot Technician** *(May 2012 – present)*
- Perform scheduled client migrations for Windows and Mac workstations. Create process documentation for scheduled migrations.
- Backup user data, configure hardware and peripherals, load the new operating system, install additional software applications, and restore user data.
- Utilize the division-wide help ticket management system. Troubleshoot, and configure workstation hardware, software, and peripherals. Resolve workstation build problems and diagnose operating system and application software problems.
- Develop and utilize technical procedures and infrastructure to successfully complete assignments.

**Campus Computing Sites Rover** *(March 2012 – May 2012)*
- Provided frontline technical support for over 2000 desktop computers in mixed environment with OS X and Windows operating systems.
- Serviced and maintained over 160 networked color and B&W printers.
- Responded to support requests and questions from users and staff.
- Ensured end-to-end printer consumables supply chain is maintained in accordance with established procedure.

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**SKILLS:**     **Languages:**
C/C++, Java, JavaScript, HTML/CSS, Batch/Shell Scripts, Python, Verilog
**Applications:**
Google Docs/Sites, Microsoft Office, Altera Quartus, BMC ITSM, Eclipse
**Environments:**
Windows XP - 8, Mac OS X, Red Hat Enterprise Linux, UNIX