JOHN MAYHEW

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EDUCATION:

University of North Carolina at Charlotte, NC
Bachelor of Science: Computer Science - May 2017
Minor in Philosophy
Dean's List: Spring 2015, Fall 2015, Spring 2016

SUMMARY:

- Highly motivated, communicative and self-driven team player
- Skilled professional experienced in detailed WebFocus and PL/SQL report writing, support management, and client engagement
- Seeking new opportunities to grow in technical knowledge and ability while facing new professional challenges

TECHNICAL SKILLS:

Operating Systems: Windows, macOS, and Unix-based operating systems

Programming/Scripting Skills: FOCUS, C#, Java, JavaScript, HTML, CSS, C++

Database and Development: WebFocus Developer Studio, PL/SQL, MySQL

Environments: Banner, Microsoft Office, DocuWare, GitHub, Active Directory, Unity3D, Photoshop, and Google Suite Applications

WORK EXPERIENCE:

Appalachian State University, Boone, NC   April 2018 – Present
Business and Technology Applications Technician - University Advancement Services

- Stationed currently as the go-to programmer/report writer for University Advancement Services
- Developed complex reports within PL/SQL and WebFocus Developer Studio for purposes involving Alumni, Donors and Third Parties
- Collaborated with Advancement Services, University Staff, Faculty, and Department Heads to utilize accurate data pulls
- Managed multiple Alumni and Donor-related WebFocus Dashboard portals where dynamic reports can be run by University employees
- Facilitated the solicitation and outreach of ASU Alumni, parents, and friends through Email, Mail and the ASU Call Center
- Aided non-technical users in understanding the data within Alumni Advancement databases and guiding them through Excel
- Trained new Advancement employees on utilization of the WebFocus Dashboards and how they relate to information within Banner
- Updated, applied, and removed mail/email history codes as well as providing general IT Assistance

UNC Charlotte IT Services, Charlotte, NC   June 2016– May 2017
Client Support Technical Assistant- Client Engagement

- Assisted UNCC students, faculty, and staff with software, hardware, and account related issues within the IT Service Desk
- Aided users over the phone, in-person, and through email assuring a satisfactory and pleasant experience
- Engaged in a variety of technical support issues, varying in complexity and involvement

UNC Charlotte IT Services, Charlotte, NC   June 2016– May 2017
Desktop Support Technician - Client Engagement

- Provided on-site and in-person ticketing response support to University faculty and staff for computer equipment across campus
- Diagnosed and troubleshooted a wide variety of campus hardware/software issues
- Applied campus software updates, new hardware installation, and imaging new computers
- Assisted University employees with the physical setup, relocation, and surplus of UNCC owned hardware