John Mayhew

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**Education**

**University of North Carolina at Charlotte**

Bachelor of Science, Computer Science – May 2017

Dean’s List – Spring 2016, Fall 2016, Spring 2017

**Courses**

* **Data Structures –** Implementation and analysis of algorithms for designing various data structures
* **Software Engineering –** Planning, application, and development of software systems
* **Database Design –** Study and implementation of relational databases, data models, and data independence
* **Software Development Projects –** Exploration of the software development process, emphasizing requirements, design, testing, deployment, and evolution

**Skills**

* **Programming Languages –** Java, C#, Ruby, JavaScript, MySQL, HTML, CSS, C++
* **Software –** GitHub, Active Directory, Unity3D, Unreal Engine 4, Photoshop, Microsoft Office
* **Environments –** Windows and Unix operating systems

**Experience**

**Client Support Technical Assistant** Charlotte, NC

**IT Services - Client Engagement** June 2016 – May 2017

Assisted UNCC students, faculty, and staff with software, hardware, and account related issues via an online ticketing system. Included over the phone, in-person, and email engagement.

**Desktop Support Technician** Charlotte, NC

**IT Services - Client Engagement** July 2016 – May 2017

Provided on-site ticketing response support to university faculty and staff for computers across the UNCC domain. Duties included diagnosing and troubleshooting hardware/software issues, operating system configuration, administering software, setup of network user accounts/permissions.