

John Haut
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Objective

To become a strong employee that is well rounded across various fields.

Work Experience

Drop-In Support Desk Coordinator February 2023 – Present

University of Pittsburgh, Pittsburgh, PA

Create schedules for the students at the Drop-In Support Desk and provide them with training so that they can succeed at their position. Resolved scheduling conflicts and updated student hours when needed. Assist professors' in acquiring International Travel devices as well as students who require a temporary device for use throughout the semester. Assisted student workers at the desk find a fix for problems faced while troubleshooting technical issues.

Student Endpoint Technician, June 2022 – February 2023

University of Pittsburgh, Pittsburgh, PA

Reimaging loaner devices so that they may be redistributed. Responsible for setting up new hire offices and hoteling spaces across campus. Assisted professors with their technological needs. Collaborated with colleagues in moving the older outdated inventory to Surplus. Follow directives given by tech leads to troubleshoot issues across campus.

Help Desk Technician, October 2021 – February 2023

University of Pittsburgh, Pittsburgh, PA

Take calls for the University of Pittsburgh's technology Help Desk. Responsible for directing the user towards a solution for their technical issues. Assist colleagues with their difficulties in resolving callers' problems. Train new staff members how to use Salesforce along with effectively solving technical issues. Research possible solutions for callers' unknown problems.

Education History

Undergraduate College Credits, Computer Science

University of Pittsburgh, Pittsburgh, PA

Completed 119 credits maintaining a 3.6 GPA. Courses taken: Introduction to Africa, African American Health Issues, Origins of Christianity, Public Speaking, Big Ideas in Computing, Discrete Structures for CS, Algorithms and Data Structures 1, Algorithms and Data Structures 2, Organization and Assembly, College Composition 1, College Composition 2, Women and Literature, Cornerstone, Introduction to

World Art, Analytic Geometry and Calculus 1, Introduction to Physics 1, Anti-Black Racism, and Applied Statistical Methods

High School Diploma, Education

Norwin High School, Irwin, PA

Took classes that improved steam skills and group skills. Learned basic skills and how to cooperate well with others.

College Credit, College in High School

Pitt College in High School, Irwin, PA

Earned 8 College credits through the college in high school program. Courses taken: Business Calculus and Intermediate Programming. Opened the door towards my interest in Computer Science and improved my drive towards roles including leadership and taking the initiative in groups.

Skills

Exhibit strong communication skills and professionalism while working with colleagues and the public. Competent at solving technical problems, as a result I have become self-sufficient in resolving new problems that may arise. I have a firm grasp of the resources and applications that are used across the University of Pittsburgh's campus such as Canvas, PeopleSoft, Salesforce, etc. The constant use of these resources has allowed me to develop effective troubleshooting steps that can be used to resolve issues with said software.

References

Donald Grimm, Technology Shared Services Supervisor, grimm@pitt.edu; 412-383-3710

Adam Caler, Technology Shared Services Customer Success Manager, adc54@pitt.edu; 412-624-5778

Gene Vercamman, Endpoint Supervisor at the University of Pittsburgh, gpv3@pitt.edu; 412-624-8168

Ziyan Shi, Help Desk Supervisor at the University of Pittsburgh, ziyan.shi@pitt.edu; 412-383-3503