

EDUCATION

Louisiana State University, Baton Rouge, LA

Information Systems and Decision Sciences (expected graduation: December 2016)

Activities: LSU Tiger Marching Band, Association of IT Professionals LSU Chapter

ACCOMPLISHMENTS

Boy Scouts of America – Eagle Scout

2009 Philmont Scout Ranch attendee

2010 Centennial National Scout Jamboree attendee

PROFESSIONAL EXPERIENCE

Information Systems Support Analyst I

May 2014 – Present

Information Systems Intern

September 2013 – May 2014

FMOL Health System, Baton Rouge, LA

- Manages virtual desktop client inventory and large-scale deployments
- Standardized QA testing of VDI's across all facilities through creation of testing template
- Virtualized Windows XP Anesthesia server by using VMware products
- Updates and manages standards relating to thin clients
- Continues to utilize Powershell to automate cumbersome tasks

Assistant Network Manager

December 2012 – August 2013

PCE Constructors Inc., Prairieville, LA

- Maintained inventory of all information systems equipment
- Managed purchases of new technology such as backup software and hardware warranties
- Dictated server backups and recorded necessary event logs
- Responsible for all software troubleshooting (Citrix, CAD, WYSE openSUSE, WYSE thinOS) in house and remotely
- Introduced to Powershell by writing scripts to help automate everyday tasks

Information Technology Services Help Desk Agent

October 2011 – July 2012

Louisiana State University, Baton Rouge, LA

- Assisted staff, faculty, and students with general computer troubleshooting

Information Technology Consultant

April 2011 – December 2011

iFix IT, Prairieville, LA

- Increased efficiency by implementing a new work order form by categorizing repairs by date, operating system, and intended difficulty of repair
- Increased customer interaction and satisfaction through new Facebook page
- Expanded business to accommodate Android phone repairs by acquiring new part vendor
- Managed for all mobile device repairs, primarily iPhone's (3G, 3GS, 4, 4s)

COMPUTER COMPETENCIES

- Typing speed: 68 words per minute
- Web Languages: HTML/CSS, JS, Ruby, PHP
- Database Languages: SQL, MySQL
- Windows Forms, C#
- Advanced desktop troubleshooting
- Windows 7, 8.1, 10, Debian-based Linux
- Microsoft Office, primarily MS Excel
- Novice network management