

EDUCATION

Louisiana State University, Baton Rouge, LA

Bachelor of Science - Information Systems and Decision Sciences

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, tests, and deploys VDI inventory. Updates and manages standardization documentation
- Application development – mobile app (Quick Scan) to scan/manage new inventory and interface with CMDB
- Virtualizing (P2V) legacy hospital applications hosted by local support into VMWare
- Workstation deployment, administration, and troubleshooting
- Powershell and batch scripting
- Active Directory administration - workstations

Assistant Network Manager

December 2012 – August 2013

PCE Constructors Inc., Prairieville, LA

- Maintained inventory of all IS equipment and managed purchases of software and hardware
- Symantec Backup Exec and Veeam administration and deployment
- Software and thin and zero client troubleshooting (Citrix, CAD, WYSE openSUSE, WYSE thinOS)
- Powershell automation of server/workstation tasks
- Network management and troubleshooting and Active Directory administration

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 which categorized repairs by date, OS, 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 inventory for all mobile device repairs, primarily iPhone's (3G, 3GS, 4, 4s)

COMPUTER COMPETENCIES

- Typing speed: 68 words per minute
- Front-end Web Languages: HTML/CSS, JS, SCSS
- Back-end Web Languages: Ruby, PHP, JS
- Database Languages: SQL, MySQL
- WFP, C#, Python
- Active Directory
- Windows 7, 8.1, 10, Debian-based Linux
- Windows scripting: Powershell, batch
- Microsoft Office
- Network management