John Patrick Fitzsimmons

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OBJECTIVE

A current undergrad studying for a B.S. in Computer Science who is excited to enter the Technology Sector. A highly motivated student constantly striving to build on time management skills, problem-solving skills, coding experiences, technical writing skills, and computer / technology knowledge. My goal is to apply my education and experiences from being an Operations Technician into my future career.

WORK EXPERIENCE

Manhattan College IT Department, Bronx, NY
Operations Technician, February 2021 – present

- Daily maintenance of campus-wide computer systems including hardware and software systems
- Providing technical support to members of the Manhattan College community and being the first point of contact for error reporting
- In charge of resolving all higher-level issues while providing proactive and reactive support and exceptional customer service
- Manage resources on weekdays, mentor all lower-level employees, assist students and faculty on campus by taking phone calls, making tickets [TeamDynamix], and solving technical issues in person
- Dispatched as an IT resource to College Staff and Students in all academic and student housing buildings

Endoscopy Center of North Baltimore, Baltimore, MD
Administrative, July 2019-January 2020

- Trusted with the safety of patient's medical files
- Worked to convert paper medical files and documentation into digital files for a database
- Tasked with creating an electronic patient file, scanning in all hardcopy patient files, and then verifying the accessibility of the new digital records for each patient

RELEVANT SKILLS

Software: Python 2 and 3, Java, Html, CSS, JavaScript, Java, C, C++, TeamDynamix, Windows, Linux, Raspbian, Arduino programming, and Adobe Creative Suite

Soft Skills: Teamwork, public speaking, social media, and solving real-world problems

Interests: DIY Electronics, Networking, Video Game and App Development, and Travel

EDUCATION

Manhattan College, Riverdale, NY
Bachelor of Science in Computer Science, May 2023

Relevant Coursework

- Calculus II, Systems Programming, Discrete Structures, Data Structures and Algorithms, Object Oriented Design with Java, Web Development and Programming