

John Palmer III

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EDUCATION:

Rutgers, The State University of NJ, New Brunswick

Expected May 2023

Masters of Information, Data Science concentration

GPA: 3.750/4.000

Rutgers, The State University of NJ, New Brunswick

September 2014 - May 2019

BA: Information Technology and Informatics

Minor: Visual Art

GPA: 3.134/4.000

EXPERIENCE:

IT Support Technician - Passaic Public Schools

September 2021 - Present

- Used Gopher for Chrome to generate device datasets for research, updating, and enabling
- Created specific research reports of devices based on location, model, and users.
- Maintained accurate and up to date information of large datasets of Chromebooks.
- Assess updates and maintenance within technology assets such as Windows OS, MacOS, and ChromeOS
- Manage hardware and/or software faults, including printers, projectors, SMARTboards
- Monitor and manage security policies within Active Directory

DataReady DFW - Web Analytics Volunteer

October 2020 - May 2021

- Analyzed using Google Analytics data on web traffic to our website for promoting increased usage and views.
- Implemented Google Tag manager to track particular elements of the site.
- Collaborated with another team leader to manage a group of volunteers and what they would have to learn.

Technical Writing Team Leader - GaoTek Internship

July 2020 - October 2020

- Collaborated with another team leader to manage a team of 15 writers by maintaining constant communication using Bitrix24 to successfully create over 20 FAQ pages.
- Analyzed books and websites to create original FAQ pages of various applications of drones as well as accurately citing drone regulations of the United States and Canada.

National Data Collection Project - Hunger Free America

March 2020 - October 2020

- Updated information of general services of foodbanks due to COVID-19 via Excel.
- Contacted owners of food banks in Idaho and Maine to update their information in a shared Excel spreadsheet.

SKILLS:

Relevant (Proficient): MS Word, MS Powerpoint, MS Excel Google Drive

Technical (Foundational): MySQL, Tableau, Python, HTML, CSS, Google Analytics