

John Palmer III

201-214-3390 | Dumont, New Jersey | jpjohnnyp@gmail.com
www.linkedin.com/in/john-palmer-
<https://jpjohnnyp.github.io/>

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

September 2021 - Present

- Assess updates and maintenance within technology assets such as Windows OS, MacOS, and ChromeOS
- Uphold excellent IT service via ticket support systems
- Manage hardware including printers, projectors, SMARTboards
- Diagnose any hardware and/or software faults within the public school domain network across 21 schools within the township
- 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 online platforms 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.
- Contacted professionals via LinkedIn to promote and invite to GaoTek's 2020 Summit.

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, Google Drive: Google Docs, Sheets, Slides

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