JUSTINE KOLLIE   401-616-9400   jkollie_5058@email.ric.edu

PROFESSIONAL SUMMARY

Recent college graduate who is a self-motivated and resourceful problem solver with hands-on technical support as well as front-end web developer experience. Possess a B.S. in Computer Information Systems and a willingness learn and advance my knowledge as an information technology professional and a problem solver. Experienced with handling complex HTML, CSS and JavaScript(front-end) coding. Detail-oriented with excellent communication skills and comfortable working as a team as well as individual.

EDUCATION

Rhode Island College, North Providence, RI 08/2017 – 05/2021
Major: B.S, Computer Information Systems Graduated: May 2021
GPA: **3.068**

CORE COMPETENCIES

- HTML5, CSS3, CLIENT-SIDE JAVASCRIPT ------------------ **(3 YEARS – ADVANCED LEVEL)**
- REACTJS, BOOTSTRAP4, JQUERY ---------------- **(2 YEAR – INTERMEDIATE LEVEL)**
- MongoDB DATABASE MANAGEMENT SYSTEM, FIREBASE ------------------- **(1 YEAR – BEGINNER LEVEL)**
- GIT VERSION CONTROL ------------------ **(2 YEAR – INTERMEDIATE LEVEL)**
- MICROSOFT WORD, EXCEL, POWERPOINT.
- WINDOWS MIGRATION AND PC REPLACEMENT.
- WORK INDEPENDENTLY AND/OR WITHIN A COLLABORATIVE TEAM STRUCTURE
- EXCELLENT WRITTREN AND COMMUNICATION SKILLS.

PROFESSIONAL EXPERIENCE

User Support Services   **May 2018 – December 2020**
Rhode Island College, Providence, RI

- Installed, modified and repaired software and hardware to resolve technical issues.

- Provided basic end-user troubleshooting and desktop support on Windows systems for over 100 students and faculty members.
- Responded to support requests from end users and patiently walked individuals through basic troubleshooting tasks.
- Configured hardware, devices and software to set up workstations for employees and students.

Director User Support Services: **David E. Toms**   401-456-8608   **dtoms@ric.edu**

Service Technician   **September 2021 – Present**
Assurant, North Providence, RI

- Installed and repaired hardware on mobile devices (Android and IOS).

- Provide basic end-user troubleshooting and mobile phone support for IOS and Android users.
- Responded to support requests from end users and patiently walked individuals through basic troubleshooting tasks.

Lead Service Technician: **Wil Krizman**   469-667-6595   **wil.krizman@assurant.com**

References

Lisa Bain PhD, COMPSCISYS Chair at Rhode Island College 401-456-9829 lbain@ric.edu

Rodny Joseph Employee at T-Mobile 401-999-6988 rodny2829@gmail.com

Scott E. Badger Lead Programmer Consultant at Rhode Island College 401-456-8766 sbadger@ric.edu