Mackenzie Kaplan

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EDUCATION
The University of Iowa, Iowa City, IA   **May 2018**
Henry B. Tippie College of Business-Direct Admit Freshman Year
B.B.A. Information Systems & Finance
Study Abroad: Accent Program, London, UK Winter 2016

COMPUTER SKILLS
Languages: SQL, Java, HTML, CSS
OS: Mac OS X, Windows, Linux
Software: Microsoft Office, ExtendSim, Adobe Acrobat, Trello

RELEVANT COURSEWORK
Software Design & Development   **August 2017-January 2018**
- Designed information system to support business operation with agile methodology
- Created HTML and CSS stylesheets for webpage development
- Exercised GitBash commands to understand and track project modifications with local and remote repositories

Data Communications   **August 2017-January 2018**
- Analyzed the layers of the OSI model and Internet model in network communications
- Practiced subnetting to find network ID, subnet mask, and gateways for hosts in networks
- Applied protocols for end-to-end connectivity with IPv4, IPv6, NAT, and DHCP

WORK EXPERIENCE
IT Assistant   **August 2017-Present**
University of Iowa Foundation, Iowa City, Iowa
- Provided technical support to employees via phone, email, and through tickets
- Executed basic queries through Microsoft PowerShell
- Created tutorials for various Office365 functionalities
- Utilized Active Directory to monitor role-based security groups
- Assisted with installation and configuration of various operating systems

Information Technology Security Intern   **May 2017-August 2017**
University of Iowa Foundation, Iowa City, Iowa
- Analyzed CIS Top 20 security controls against current foundation practices
- Implemented new security awareness program into organization
- Prioritized company security initiatives
- Monitored network traffic & researched anomalies discovered

ACTIVITIES
Tippie Technology and Innovation Association   **April 2016-Present**
- Facilitated the growth and awareness of information technology
- Attended AITP conference 2016 and learned more on current topics in IT
- Received hands on training with programs such as SQL and HTML