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# KEVIN GLENN

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## OBJECTIVE

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To obtain an internship working alongside experienced electrical and computer engineers, utilizing and strengthening analytical and problem-solving skills acquired in the IT industry and applying them toward innovations to help revolutionize the energy industry.

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## EDUCATION

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**Bachelor of Science:** Electrical and Computer Engineering, Current  
**Oklahoma State University** - Stillwater, OK

- Minor in Computer Science
- Coursework in Computer Structure and Assembly
- Coursework in Software Engineering and Database Systems

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## WORK HISTORY

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**IT Support Paraprofessional**, 07/2015 to 07/2016

**Southeastern Oklahoma State University** – Durant, OK

- Resolved computer hardware and software, printing, installation, word-processing, email and operating systems issues.
- Set up and configured hardware and software on company equipment.
- Set up equipment for employees around the campus, including installing cables and hardware.
- Resolved over 50 technical support inquiries per month.

**Cashier**, 05/2014 to 08/2014

**Nichols Dollar Saver** – Durant, OK

- Trained new cashiers on procedures, customer service and sales techniques.
- Received customer payments.
- Processed customer returns.
- Created attractive displays to promote items.

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## ACCOMPLISHMENTS

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- Set up over 500 desktop and laptop computers for university use and configured all security and software applications.
- Automated grueling software installation processes using AutoIT in a manner that was friendly to the end-user, thus greatly reducing time spent walking clients through installs.
- Had one of the fastest ticket completion rates out of approximately 50 present and former employees.

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## SKILLS

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- Experience building and debugging programs in Java
  - Experience building and debugging programs in C
  - Experience building and debugging programs in C++
  - Proficient in working with databases, PHP, HTML, CSS, and JavaScript.
  - Web design experience
  - Network administration skills
  - Computer proficiency
  - Internal components installation
  - Internet setup and repair
  - Desktop and laptop repair
  - Software libraries maintenance
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