ROB SMITH

Hardworking and deadline driven university student who has always delivered work on time throughout four years at the University of Michigan. Aiming to leverage my technical skills and knowledge of UX design to land an internship at Tech Generica in the IT department. Ability to apply critiques and objectively measure software performance while also participating in a rapid development cycle will help Tech Generica finish more projects on time and on budget.

123 Your Street,
Columbus, OH 12345
youremail@example.com
(123)-456-7890

PROFESSIONAL EXPERIENCE

TECH SUPPORT

XYZ Company, Columbus, OH
June 2012 – Present

- Respond to tech support tickets rapidly and professionally, solving problems as they arise
- Maintain excellent records detailing every support ticket interaction and final outcome
- Install hardware and software as needed to maintain systems currently in use
- Work with upper management to develop rapid response systems to major tech threats
- Help design and deliver educational materials to staff about appropriate tech use

RETAIL SALES ASSOCIATE

Smith Clothing Company,
Columbus, OH
August 2010 – May 2012

- Greeted customers and assisted with finding specific merchandise
- Provided product recommendations based on customer needs
- Built and developed relationships with repeat customers to provide better service
- Answered multiline phone and assisted with inquiries
- Performed basic cashiering functions, including balance the till at EOD

EDUCATION

Computer Science Bachelor of Science

University of Maryland Global Campus
Baltimore, MD
September 2016 – June 2020

KEY SKILLS

- Agile
- Detail-oriented
- Development
- JAVA
- Mobile
- MySQL
- Program skills
- Tech-savvy

CERTIFICATIONS

- CompTIA A+
- Network+
- Nielsen Norman Group UX and UX Master
- Security+