
Education

Purdue University, West Lafayette, Indiana
BS in Computer Information Technology, focus in Information Systems

December 2013

Work Experience

A Small Orange, Remote

Nov. 2012 – Present

Web Hosting Technical Support Ninja

- Provide Red Hat Linux (CentOS) web hosting support
- Monitor servers using Nagios, quickly reacting to downtime and alerts
- Efficiently utilize a Linux command line interface while troubleshooting
- Restore backups and perform account migrations
- Troubleshoot DNS, Nginx, Apache, PHP, MySQL, TCP/IP, email, cPanel, and general configuration issues

Purdue University, West Lafayette, Indiana

May 2013 – Aug. 2013

Undergraduate Research Fellow - Technology Undergraduate Research Fellowship

- Wrote a Python script to perform data analysis on a large set of login data
 - Looked for usage patterns and applied findings to a Markov model
- Assisted in the High Performance Graphics Computing lab
 - Programmed in C++ using OpenGL and Qt libraries with Visual Studio 2010
- Prepared and presented multiple research posters summarizing findings

JP Morgan Chase, Columbus, Ohio

June 2012 – Aug. 2012

Summer Intern - Application Development - Technology Analyst Development Program

- Worked in ATM, Debit & Teller Technology Department as application development intern
- Developed a Java application in order to analyze ATM error logs
- Extensively utilized Microsoft Excel and SharePoint
- Participated in requirements gathering, stakeholder meetings, and system analysis tasks

Touch Support Inc., Lafayette, Indiana

Nov. 2010 – Nov. 2012

Level 2 Web Hosting Support Technician

- Provided web hosting helpdesk support
- Worked primarily with Linux (CentOS), also supported FreeBSD and Windows Server 2008
- Supported shared hosting, virtualized servers, and dedicated servers.
- Supported multiple hosting control panels such as cPanel, DirectAdmin, and Plesk
- Extensively worked with customers via phones, live chats, and email in order to resolve issues

Relevant Skills and Interests

Database Experience

- Large coursework focus on data modeling and database design
- Comfortable writing and using SQL
- Experience using MySQL and Oracle

Computer Knowledge

- Extremely comfortable in Windows and Linux
- Professional experience communicating with end-users
- Efficient in a command line environment

Programming Experience

- Experience in Java, C#, C, C++, Python, Bash
- Strong grasp on OOP principles
- Used Python and C++ in undergrad research
- Understanding of SDLC and methodologies

Systems Analyst Experience

- Well versed in UML and system modeling
- Heavy coursework focus on systems/business analyst role
- Experience with requirements gathering