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PROFILE

- Ambitious student with experience in information technology and software development. Strong networking, hardware, application, and communication skills developed through work with professional IT group. Team player with both collaborative and individual experience in a small work environment, paired with interdepartmental cooperation.

SKILLS

- Google/Apple/Microsoft Productivity suites
- Adobe Photoshop, InDesign, Illustrator
- OS: Windows, OS X, Linux, Google Chrome, iOS, Android
- Languages: C, C++, Java, Python, HTML, Bash

PROJECTS

- Congressional Representative Locator – JS that returns Congressman based on location
- Zimber – Ride-sharing Android application for transportation around the Santa Cruz area

EXPERIENCE

IT Support Help Desk

2016 — Present

University of California, Santa Cruz

- Desktop support for staff & students of UCSC's Baskin School of Engineering
- Ticketing systems, clientele correspondence, interdepartmental communication/collaboration
- Troubleshooting/configuration of PCs, scanners, printers, copiers, ethernet ports, Cisco switches, VLANs, mobile devices, laptops
- Reimaged Windows/OS X over PXE Network, joined to AD domains, installed software
- Web development for BSOE: site creation/maintenance, module development in Drupal 7 & 8
- Assisted Network Administrator with management of VLANs, reconfiguration of switch ports to the proper VLAN, moving machines to the assigned networks, Hostname and IP configuration in Hostmaster & Pinnacle databases, removing/installing servers in machine rooms
- Maintained upkeep of the student workroom – inventory, e-waste disposal, package shipments
- Worked closely with the heads of the IT department, as well as the rest of the IT staff, in a small collaborative team atmosphere, learning the importance of leadership and communication in the workplace in the effort of succeeding successfully as a team

Student Technology Leader; Tech Team

2013 — 2015

Crescenta Valley High School, La Crescenta, CA

- Provided IT support and hardware installation services to school and district staff members
- Responded quickly to faculty in a friendly, courteous, and helpful manner
- Engineered, maintained, and troubleshot multimedia classroom systems
- Diagnosed and resolved computer problems, took inventory, dismantled and reassembled computers, installed new software, and repaired various types of electronics

EDUCATION RECORD

- President's Education Award, 2015
- Bilingual Proficiency in German, 2015
- Undergraduate for Computer Science at University of California Santa Cruz. GPA: 3.60