

# JAMES A. DELAWRENCE

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## EDUCATION

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### Clarion University of Pennsylvania

*Graduated May 2016*

B.S. in Information Systems  
Minor in Computer Science

## TECHNICAL STRENGTHS

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<b>Computer Languages</b>	PHP, C#, HTML, CSS, JavaScript, Java, Java (Android), PowerShell
<b>Databases</b>	MySQL, Microsoft SQL
<b>Tools</b>	Active Directory, Exchange, VMWare, Citrix, vFire, Splunk, Putty

## PROFESSIONAL EXPERIENCE

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### PPG Industries Incorporated

May 2016 - July 2018

*Information Technology Service Analyst II*

*Pittsburgh, PA*

- Provided 24/7 support for PPG employees globally
- Served as a SME for Citrix technologies and assisted tier 3 support with Citrix technologies
- Developed a PHP web application for visualizing Active Directory and device inventory data
- Created and maintained powershell scripts used for troubleshooting/resolving common issues
- Leveraged splunk to identify and respond to lockout incidents

### Brookville Equipment Corporation

December 2015 - May 2016

*Information Technology Intern*

*Brookville, PA*

- Monitored site anti virus server for infections and recovered/sanitized infected machines
- Provided troubleshooting and close support for end-users
- Maintain IT system inventory and installed/configured end-user workstations and Exchange accounts

### Clarion University Field Technician

May 2015 - February 2016

*Helpdesk Technician*

*Clarion, PA*

- Provided O&M support and problem resolution for end-user hardware, software, and peripherals
- Tracked help desk calls and ticket status using a help desk ticket tracking system (KSS)
- Created training materials for the development of new technicians.

## EDUCATIONAL EXPERIENCE

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### Acu Twist QOMS (Quote Order Management System) Upgrade Project

- Created documentation and backup procedures
- Refactored code and updated the UI of the existing web application
- Added a report generation feature that provided an exported list of all purchase orders

### Android Database Application Project

- Developed an Android application to perform calendar scheduling
- Deployed an XMPP server with a CRUD REST API to serve as the application backend