Daniel Shimkus

Columbia, Mo 65201 - (618) 795-0094 - dan.shimkus12@gmail.com - www.linkedin.com/in/daniel-shimkus

Education

-University of Missouri - Columbia

    Bachelors in Information Technology, BS

        -Anticipated Graduation Date: Spring 2023

        -Information Technology major gave me working experience in Network
        Technology, Digital Media Products, Python, and other programming languages

-Cisco CCNA - *In Progress*

Skills

-adept in Microsoft Office, along with multiple other common office applications

-able to troubleshoot and resolve common IT issues

-skilled in working in customer service scenarios with frustrated customers

Work Experience

-Student Affairs IT, University of Missouri - Columbia - (January 2020 - Present)

    Student IT Assistant

        -Use popular IT tools such as Office 365, the Cherwell ticketing system, Lansweeper, and SCCM

        -Offered customer service through phone, email, and in person visits

        -Aid with common desktop support issues ranging from emails, printers, as well as all general software and hardware problems

        -Assisted in $2 Million dollar hardware upgrade between three buildings in a 7 man team over the summer of 2020

        -Created an Ethernet Port Audit spreadsheet between four offices that accurately correlates network drop numbers to their respective Cisco switch port location

-Front End Manager Assistant - Schnucks - (January 2019 - January 2020)

    Customer Service Desk, U-Scan Self Checkout Attendant, Cashier

        -Promoted to Customer Service Desk Attendant

        -Aided customers with various questions, cashing lottery tickets, and utilities

        -Assisted manager with anything front end related, including distributing scheduled breaks and giving quality customer service at the front desk

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Extra Curriculars

-Cyber Tigers at Mizzou

President, Treasurer

-Assist in the financial planning of the newly organized club

-Help with all things related to the club

-Keep in contact with faculty to help guide the organization in the right direction

-Assistant Tech Director

Saint Andrews Lutheran Church

-Assist with the management of an 80+ member Zoom services

-Administer the muting, removing, and adding of individuals as necessarily