

PHILIP L. ANKRAH

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EDUCATION

Kean University

Union, New Jersey

B.S. Computer Science, Dec. 2019 (Anticipated)

Union County College

Cranford, New Jersey

Assoc. Science, May 2015

SELECTED COURSES

Data Structures (Java), Computer Assembly Language, Computer Systems, Database Management, Web Programming, Operating Systems, Computer Security, Analysis of Algorithms

WORK EXPERIENCE

Minerals Technologies Internship (IT Infrastructure Analyst) *Summer 2018 - Present*

- Design and deploy Sharepoint applications to aid with Change Management Request workflow
- Utilize Powershell Scripts to automate IT process workflows
- Work with System Administrators to normalize Active Directory data to sync to the BMC Track-It ITSM tool
- Standardize and correct ITSM Track-It data IT assets
- Create and Modify ITSM request types and associated workflow based on documented requirements
- Normalize Solarwinds network inventory to conform to management standard

Kean U. Computer and Information Services (Blackboard /Helpdesk) *Aug 2016 - May 2018*

- Traveled to various locations on campus to help troubleshoot requestor's needs
- Assisted Faculty and Students in troubleshooting and navigating numerous Blackboard functions
- Re-Imaged faulty PCs
- Added/Removed/Replaced computer hardware upon request
- Ran audits on IT assets
- Helped troubleshoot and configure various wireless access points on campus

Lincoln Technical Institute (Business Office Coordinator) *Jul 2015 - Jun 2016*

- Monitored, collected and posted all funding for student accounts in the company designated data systems
 - Sent all out of school student accounts with a debit balance to the receivables department
 - Created agendas for weekly meetings and moderated topics to stay on schedule
 - Reviewed, processed and audited student accounts to ensure compliance with state and federal regulations
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APPLICATIONS

- § SharePoint (PowerApps)
- § Active Directory
- § Track-It (Helpdesk)
- § Microsoft Office Suite

PROGRAMMING LANGUAGES

- § PHP
- § Java
- § python
- § Powershell