Jeremy Pratt

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Work Experience

**Computer User Assistant May 2013-Present**

University of Texas San Antonio

* Instructed users on the use and fixes for various software and hardware
* Innovation: Created an online web app to increase help desk efficiency
* Submitted source code resolutions for coding defect
* Created knowledge based articles using Sharepoint
* Resolved concerns from customers through quality customer service
* Helped coworkers with troubleshooting and policy guidance

**Director of Operations/ Manager Jan 2012-Mar2013**

Zanu LLC

* Developed and maintained business website and media pages
* Organized and kept up to date records of assets and liabilities
* Found potential investors and grant opportunities
* Consulted with other companies for mergers and buy outs

**Marketing Analyst/ Sales Rep May 2012 – Sep 2012**

MetroHi Marketing Solutions, Inc.

* Used SQL programming to search databases
* Conducted market research on competitors, potential resellers, potential partners, etc.
* Trained Sales Personnel on best practices
* Used online resources to find, qualify, and contact leads

**Sales Associate/ Photographer Aug 2011 – Dec 2011**

PictureMe Portraits Studios; San Antonio, Texas

**Computer Lab Monitor Sep 2008 – Mar 2009**  University of Maryland University College; Heidelberg, Germany

* Computer troubleshooting and support for students
* Transferring student records from local servers to online databases
* Conduct routine maintenance to the computer lab, computer hardware, and software
* Supervising college exams

Education

**Brigham Young University- Idaho Will Graduate 2015**

B.S. Computer Information Technology

**Brigham Young University- Idaho Graduated 2013**

A.S. General Studies

**Heidelberg American High School Graduated 2007**

Volunteer Work

**California Arcadia Mission 2009-2011**

* Projected a professional image
* Supervised 32 volunteers for eight months
* Resolved conflicts through open communication
* Conducted conferences for volunteer training in both English and Spanish

Additional Information

**Languages**

* English (Fluent)
* Spanish (Professional/General Fluency)

**Operating Systems and Programs**

* Windows (Me-8.1)
* Mac (iOS 6-8)
* Linux
* Microsoft Office
* Sharepoint
* SQLplus / mysql
* Eclipse
* Netbeans

**Programming Languages**

* Java/JavaScript
* SQL
* HTML5
* PHP
* CSS
* Python
* UML