JOSEPH PATTERSON

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INFORMATION TECHNOLOGY STUDENT SEEKING AN INTERNSHIP POSITION

EDUCATION

Harold Washington College, Chicago, IL   Expected Graduation May 2019
Associate in Science - Information Technology
GPA: 3.40/4.0   Honors List: Spring 2017; Dean's List: Spring 2018
Related Coursework: Web Development I – Basic Web and Operating System I

SKILLS

- **Certifications:** CompTIA STRATA and Cisco IT Essentials
- **Technical Skills:** Mobile Development Management (MDM), Salesforce, Windows 7, Desktop Imaging, Office 2016, and VMWare VSphere
- **Web Design:** HTML and CSS; Familiarity with JavaScript
- **Programming Languages:** PowerShell and PowerCLI; Familiarity with Ruby, Perl and Python

WORK EXPERIENCE

Chicago Mercantile Exchange, Chicago, IL
Enterprise Server Platform Virtualization (ESP-Virt) - ESP-Virt-Intern   May 2017 - August 2017
- Categorized over 200 virtual machines using VMware VSphere Clients
- Wrote scripts using PowerCLI and PowerShell to tag 200 virtual machines; also automated scripts in Ruby and Perl to sort switches with multiple distributions
- Collaborated with colleagues on task distribution to ensure deadlines were met
- Presented weekly to team about script optimization; also received assignments for the day/week

Chicago Cubs, Chicago, IL   May 2016 - August 2016
Help Desk Support - IT Intern
- Used Salesforce for ticketing, processing over 200 tickets; installed the latest Office 2016 upgrade on over 50 devices; also upgraded over 20 Windows computers to latest version of Windows 10 during the internship
- Assisted over 100 employees/week with account management through Active Directory
- Provided support for HP printers, Windows PCs, Microsoft Surface tablets, and iPhones
- Set up presentation components for over 20 events requiring A/V support in the ballpark
- Imaged over 20 Dell laptops either with other team members or independently

Spencer Stuart, Chicago, IL   October 2014 - August 2015
Help Desk Support - IT Intern
- Used MDM to rollout software updates on more than 100 company devices
- Provided support for over 200 users regarding networks, HP printers, Windows PCs, iPads, Cisco telephones, and Windows laptops
- Diagnosed and repaired laptop components; also imaged over 50 Dell laptops during the internship
- Assembled hardware components such as monitor, keyboard, mouse, and docks for over 50 Windows workstations
- Managed and maintained equipment inventories using an Excel spreadsheet

TRAINING AND PROFESSIONAL DEVELOPMENT ACTIVITIES

Drupal Inclusion Initiative, Chicago, IL   January 2018 - Present
Participant
- Utilized CSS, PHP, HTML to develop websites in Drupal 8
- Spend two hours weekly in class and attending lab for 18 weeks through FigLeaf
- Deployment to hosting environment, exposure to Pantheon and Acquia
- Hands-on experience in site architecture, theming, and DevOps
- Attended professional development conferences: MidCamp and DrupalCon

Genesys Works, Chicago, IL
Young Professional   June 2014 - August 2014
Alumnus   October 2015 - Present
- Participate in professional development programming, including college and career readiness workshops
- Completed an 80-hour Cisco IT Essentials course, including lessons in troubleshooting, operating systems, networks, and security
- Successfully completed summer training to obtain internship at Spencer Stuart

Security Daemons, DePaul University, Chicago, IL   August 2017 – December 2017
Member
- Attend presentations focusing on security vulnerabilities
- Explored various hacking hardware tools to exploit different vulnerabilities