Preston Armstrong

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Education

BACHELOR OF SCIENCE | EAST TENNESSEE STATE UNIVERSITY

DECEMBER 2017

Major: Computer Science: Information Technology
Related coursework: (ETSU) SAP Certification May 2017

Skills & Abilities

PROGRAMMING LANGUAGES

C#, .NET, HTML, CSS, JAVASCRIPT, PHP, MYSQL, JAVA, ABAP

OPERATING SYSTEMS

Windows Server 2012
Windows 7 | 8 | 10
Ubuntu 14.04

TOOLS & RESOURCES

Manage Engine | Desktop Central
Visual Studios | MVC Entity Framework | Resharper | Web Essentials
GitHub | github.com/pzagit
JIRA | ActivityTimeline
Amazon Web Services
   EC2 | S3 bucket

Project Experience (Course-based)

Software Engineering Team (Technical Leader), ETSU, Jan. 2017 – May 2017

- Gathered Requirements, designed, implemented, and presented a functional, class scheduler

- Created documents for Software Requirements Specification and Software Design Specification

- Implemented the resulting successful design

Project Experience (Course-based)

Software Engineering II Team (Tool Administrator), ETSU, Aug. 2017 – Dec. 2017

- Gathered Requirements, designed, implemented, and presented a functional, campus mapper

- Created documents for Software Requirements Specification and Software Design Specification

- Analyzed various Add-ons to strengthen resource management

- Implemented the Add-on 'Activity Timeline' which improved the projects planning and resource allocation

- Monitored and assigned issues to developers via Activity Timeline

- Created weekly reports based off of work load, number of issues left, and task estimates for the following week

- Implemented the resulting successful design

Experience

SERVICE DESK ANALYST | BENCHMARK REHAB PARTNERS | MARCH 2018 – CURRENT

Providing assistance and technical support for inbound requests and issues involving hardware, software, telecommunications, and computer systems

Install, configure, and repair hardware and software

Documenting resolutions and creating setup manuals for IT personnel and end-users

Utilizing Active Directory to modify user accounts and join PCs to the network

Imaging desktops and laptops via deployment server

Printer setup, maintenance, and repair