





RJ MADSEN

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SUMMARY

I am currently seeking a full-time software development position after my May 2017 graduation and recent move to Durham, North Carolina. My work so far has been Information Technology, System Administration and Web Development and following is a summary of my skills: Experienced with troubleshooting using company provided wikis and knowledge bases as well as personal knowledge. Customer service experience over the phone, in person and via email. Working knowledge of Python, PHP, JavaScript, HTML, CSS, and BASH. Working knowledge of AngularJS, Django, and Laravel. Experience with source control including Git and SVN as well as virtualization/containerization. Operating system experience with Windows XP - 10, OSX, Linux (Kali, Ubuntu, CentOS).

EDUCATION

Bachelor of Science Computing Security – Rochester Institute of Technology

Cumulative GPA: 3.67

Minor: Systems Administration

Relevant Classes: Engineering Secure Software, Penetration Testing, Principals of Web Application Security, Computer System Security, Network & System Security Audit, Authentication & Security Models, Cyber Security Policy and Law.

EMPLOYMENT

Averill Park Central School District, Substitute Computer Technician

Dec 2013 – Current (Remote)

- Developed, tested, presented, deployed, and currently maintaining a web application used by elementary school students and staff to organize lunch ordering.
- Created a web-based course catalog for High School students, faculty, and staff.
- Presentations were given to the District Superintendent, multiple principals and other administrators as well as training for staff and a focus group of students.
- Modified, repaired, and maintained Dell laptops and desktops
- Managed inventory using Microsoft Access and Excel, PDQ Inventory and Active Directory.
- Participated in deployment of pilot wireless network.

Rochester Institute of Technology, Internal Developer, WTR Radio Station

Apr 2016 – May 2017

- Overhauled and maintained an old PHP based website in the Laravel framework
- Contributed to a Python Flask project interacting with song logging.

Troy Web Consulting, Intern

May 2016 – Nov 2016

- Full-stack asp.net development with HTML 5 compliance, Section 508 compliance, and the bootstrap framework.
- Research and development for security framework to apply to the development project.
- Implemented security best practices into the project.

Rochester Institute of Technology, Senior Help Desk Representative

Jan 2016 - May 2017

- Worked with full time staff to develop procedures for the IT organization.
- Gave training presentations.
- Increased responsibilities within account management areas.

Rochester Institute of Technology, Help Desk Representative

Feb 2014 - Dec 2015

- Trained new hires.
- Provided base level IT support to faculty, staff, and students on the campus including wireless connectivity troubleshooting, account management and printer troubleshooting.
- Used an email based ticketing system to communicate with customers and different departments.
- Worked as a middleman for customers and other support teams.
- Used Bomgar remote software to directly interact with customer computers.

SKILLS

Customer Service, Scripting, Troubleshooting, Communication, Group Work, Networking, System Administration, Web Development, Software Engineering, Version Control