





# RJ MADSEN

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 rjm6823@rit.edu  people.rit.edu/rjm6823  1-518-951-5780  /in/rjmadson

## SUMMARY

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I am currently seeking a full time software development position after my May 2017 graduation. My work so far has been Information Technology, System Administration and Web Development and following is a brief summary of my current 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. Operating system experience with Windows XP - 10, OSX, Linux (Kali, Ubuntu, CentOS). Experience with examining Wireshark captures.

## EDUCATION

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### Bachelor of Science Computing Security

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

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### Averill Park Central School District, Substitute Computer Technician

Dec 2013 - Current

- 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, WITR Radio Station

Apr 2016 - May 2017

- Overhauling and maintaining an old PHP based website in the Laravel framework
- Contributing 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.
- Implementing security best practices into the project.

### Rochester Institute of Technology, Senior Help Desk Representative

Jan 2016 - May 2017

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

### Rochester Institute of Technology, Help Desk Representative

Feb 2014 - Dec 2015

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

## SKILLS

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