SAMUEL WAGNER
Software Developer / IT Professional

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EXPERIENCE

IT Support
South Carolina Ports Authority (Contractor)
Dec 2018 - Feb 2018   Charleston, SC
- Set up/Replaced 30+ Cisco IP Phones
- Imaged 20+ Dell Desktops
- Moved/Set up 100+ end-users in new facility

Desktop Support Specialist
Benefitfocus (Contractor)
Sep 2018 - Dec 2018   Daniel Island, SC
- Windows 10, Mac OS, and IOS devices
- Support for over 1,400 internal end-users
- Imaged 100+ HP laptops with Windows 10
- Closed 20+ tickets/week and 8+ walk-ins/day
- Supported HP and Xerox printers
- Active Directory password resets, adding, and deleting users

PC Refresh Technician
South State Bank (Contractor)
Dec 2017 - May 2018   North Charleston, SC
- Tier 2 IT support
- Imaged 300+ Dell desktops
- 10+ Dell laptops with Windows 7
- Traveled to 50+ branches in SC and NC
- Maintained 5+ server rooms (when needed)
- Decommissioned 100+ Dell desktops/laptops
- Active Directory password resets
- File Backups, and File Transfers
- End user support for upper-level management

Application Consultant
Benefitfocus (Contractor)
Sep 2017 - Dec 2017   Daniel Island, SC
- Technical/navigational support over the phone
- Received between 35 - 45 calls a day
- Password Resets
- Tracked cases using CASE and Salesforce
- Escalated issues with detailed reports

Software Developer Intern
Berkeley Electric Coop
May 2017 - August 2017   North Charleston, SC
- Frontend: HTML, CSS, Javascript
- Backend: C#, Asp.net and MVC framework
- Ajax and Razor tags
- SQL Server Manager to manage database

IT Field Technician
Charleston County School District (Contractor)
August 2016   Mount Pleasant, SC
- SmartBoards, iPads, printers, and Dell Desktops
- Windows 7 environment for 150+ end users

FAVORITE QUOTE

"Be a fountain, not a drain."
-Rex Hudler

EDUCATION

B.S. in Web Development and Design
Brigham Young University – Idaho
Expected Graduation 2020

Associates in General Studies
Brigham Young University – Idaho
July 2017

High School Diploma
Stratford High School
June 2012

Course Work
CS124 - Intro to Software Development (C++)
CIT260 - Object Orientated Programming (Java)
CIT225 - Database Design & Development (MySQL)
CIT230 - Web Frontend Dev. (HTML5, CSS, Javascript)
CIT336 - Web Backend Dev. (PHP, MySQL, Apache)
CIT270 - System Security I (Security+)
B250 - Web Business Creation (Wordpress and CMS)

Personal Study
The Web Developer Bootcamp (HTML5, CSS, Javascript, Node.js)
The Complete Oracle SQL Certification Course (Oracle)
Git a Web Developer Job: Mastering the Modern Workflow (Git)

LANGUAGES

English   ❏ ❏ ❏ ❏ ❏

Spanish   ❏ ❏ ❏ ❏

VOLUNTEER

Missionary
The Church of Jesus Christ of Latter-day Saints
April 2013 – April 2015   Santiago, Chile
In Chile, I learned to speak Spanish fluently, eat avocados on hot dogs, and respect other peoples' cultures.

Pathway Speaking Partner
Brigham Young University – Idaho
Aug 2015 – Dec 2015
I got the chance to help Victor (from Mexico) and Edwardo (from Honduras) practice their English over webcam.

Eagle Scout
Troop 418
February 2012
I supervised over 30 people in a project to help rebuild parts of the Palmetto Trail.