

JUSTINE S. KOLLIE

401-616-9400

kolliejustin418@gmail.com

PROFESSIONAL SUMMARY

A highly motivated college graduate who is a resourceful problem solver with hands-on technical support as well as front-end web developer experiences. Possess a B.S. in Computer Information Systems and a willingness to learn and advance my knowledge as an information technology professional and a problem solver. Experienced with handling complex Python3, SQL and JavaScript(front-end) coding problems. Also, detail-oriented with excellent communication skills and comfortable working with a team as well as individually.

EDUCATION

Rhode Island College, Providence, RI 08/2017 – 05/2021

Major: B.Sc., Computer Information Systems

Graduated: 05/2021

GPA: 3.068

CORE COMPETENCIES

- AZURE, CSS3, CLIENT-SIDE JAVASCRIPT ----- (2 YEARS – ADVANCED LEVEL)
 - PYTHON3, SQL, DJANGO, FLASK ----- (2 YEARS – INTERMEDIATE LEVEL)
 - MySQL DATABASE MANAGEMENT SYSTEM ----- (2 YEAR – BEGINNER LEVEL)
 - GIT VERSION CONTROL, GITHUB ---- (3 YEAR – INTERMEDIATE LEVEL)
 - MICROSOFT WORD, EXCEL, POWERPOINT
 - WINDOWS POWERSHELL AND LINUX BASH
 - WORK WITHIN A COLLABORATIVE TEAM STRUCTURE AND/OR INDEPENDENTLY
 - EXCELLENT WRITTEN AND COMMUNICATION SKILLS
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PROFESSIONAL EXPERIENCE

User Support Services 05/2018 – 12/2020

Rhode Island College, Providence, RI

- Installed, modified, and repaired software and hardware to resolve technical issues.
- Provided basic end-user troubleshooting and desktop support on Windows systems for over 100 students and faculty members.
- Responded to support requests from end users and patiently walked individuals through basic troubleshooting tasks.
- Configured hardware, devices, and software to set up workstations for employees and students.

Director, User Support Services: **David E. Toms**

(401) 456-8608

dtoms@ric.edu

Service Technician 09/2021 – 12/2022

Assurant, North Providence, RI

- Installed and repaired hardwares and softwares on mobile devices (Android and IOS).
- Provide basic end-user troubleshooting and mobile phone support for IOS and Android users.
- Responded to support requests from end users and patiently walked individuals through basic troubleshooting tasks.

Lead Service Technician: **Wil Krizman**

(469) 667-6595

wil.krizman@assurant.com

References

Lisa Bain PhD, Professor at Rhode Island College

(401) 456 - 9829

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Rodny Joseph, Employee at Rhode Island College

(401) 999 - 6988

rodny2829@gmail.com

Scott E. Badger, Lead Instructional Technologist at Rhode Island College **(401) 456 - 8766** **sbadger@ric.edu**