Nicole Hawkins

357 Chastain Street, Atlanta, GA, 30301   youremail@example.com   (555) 765-4321

BS CS graduate offering excellent technical and design skills seeks web or software development position in the health care space. Previous experience with HIPAA and other health care regulations and applying technical solutions within those environments.

Education

Bachelor of Science in Computer Science

University of Georgia, Athens, GA
June 2015 – May 2019

- Coursework included data structures, software engineering, computer ethics, and application and system design group electives.
- Completed all major coursework with a B grade or better and maintained a 3.8 GPA overall.

Key Skills

- HTML, Java and C++ programming
- Visual Studio .Net
- Data and information security
- Software design and development
- App design and development

Professional Experience

IT Help Desk Admin

Doc Stock Inc., Athens, GA | September 2016-Present

- Manage evening help desk phone and chat lines as well as ticket systems
- Implemented a tracking and assignment system for on-call techs that reduced response times by 20%
- Work to resolve access and other basic issues for users over the phone or via chat to save IT tech labor costs