

SEAN COADY

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OBJECTIVE

- Seeking a long term employment opportunity as a Systems Technician where I can grow professionally with the collaboration of a highly skilled technical support team.

EXPERIENCE

TECHNICAL SUPPORT ANALYST I , WESTERN ILLINOIS UNIVERSITY, MACOMB IL - 2012 - PRESENT

- Provided computer help desk support via phone, e-mail, and personal contact to the end-users of Western Illinois University. Performed diagnostics and troubleshooting of software / hardware, documented detailed help desk tickets, and assisted walk-in users. Common responsibilities included:

- Active Directory / UNIX account difficulties.
- Network connectivity (Residential Network configuration / setup).
- Software updates (Windows 7/8 , Mac OS X).
- Keeping well documented tickets for issues that were unable to be resolved on first contact.

TABLET SPECIALIST , BEST BUY, SPRINGFIELD IL - 2011-2012

- Provided excellent customer service to customers by being well versed with the newest tablets, eReaders, laptop computers, and desktop computers.

- Provided additional benefits to customers by informing them of accessories, extended service plans, and other associated products to complement their original purchase.

EDUCATION

Western Illinois University - Macomb, Illinois — B.S. - Computer Science, Minor: Marketing, May 2014

- 3.2 G.P.A. in Computer Science
- Coursework included an extensive curriculum on Object-Oriented Programming, Algorithms, and Software Development Processes.
- Languages learned include Java / Javascript, C, C++ (including use of OpenGL libraries) , and COBOL

Rochester High School - Rochester, Illinois — High School Diploma, May 2009

PROJECT WORK

- Developed an implementation of the popular card game, *Uno*, in Java, using the agile software development process. Worked with one team member in person and remotely. Code was stored on a cloud-based configuration management site, which maintained multiple versions of our code using Apache SVN.

SKILLS

- Strong troubleshooting and diagnostic ability on the Windows and OS X environments.
- Excellent customer service skill.
- Proficiency in object-oriented languages such as Java and C++.
- Strong debugging skills within the Eclipse, jGRASP, Microsoft Visual Studio, and Netbeans IDEs.
- Favorite courses included *Data Structures I/II, Operating Systems, Artificial Intelligence, and Software Engineering.*

REFERRALS

- References available if requested.