**Jennifer Doan**

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Citizenship: United States

**OBJECTIVE**

Position as a Technical Analyst Intern with a strong business foundation and former intern experience in an information technology department with skills in customer service, databases management, and technical solutions.

**EDUCATION**

**Bachelor of Science, Geographical Information Systems** Anticipated May 2017

General Business MinorMajor GPA: 3.5, Overall GPA: 3.25

University of Maryland, College Park

**RELATED COURSEWORK**

Advanced Geographic Information Systems, Programming in Python, Computer Programming for GIS, Introduction to C++, Quantitative Methods, Information Systems, Accounting 1 & 2, Finance, Marketing, Management, and Technical Writing

**PROFESSIONAL EXPERIENCE**

**Discovery Communications**  Silver Spring, Maryland

IT Intern (February 2016-August 2016)

* Develop technical solutions for daily business activities
* Train and support users to conduct video conference meetings
* Utilize databases to locate and track company assets
* Assist engineers with audio and visual outputs

**University of Maryland, Terrapin Tech** College Park, Maryland

Technician and Service Desk (August 2015- Present)

* Troubleshoot hardware and software issues across varied operating systems
* Research and problem solve, individually and as a team, computer and technology topics
* Use hands on knowledge to provide viable solutions based on a self-generated ticketing system
* Diagnose costumers’ issues using customer service skills

**D2 Engineering** Montgomery Village, Maryland

Computer Entry and Engineer’s Assistant (February 2014- January 2016)

* Support network, software, operating system, and database applications
* Input data into the computer and supply IT support
* Develop clarifications for technical business operations

**LEADERSHIP EXPERIENCE**

**Maryland Leadership Conference, University of Maryland** Fall 2015

* Engage in discussion, workshops, and dialogue on topics of leadership

**Sigma Psi Zeta Sorority Inc., University of Maryland** Fall 2014-Present

Sister and Executive Broad Member

* Represent the chapter at council meetings, convention, and regional rally
* Relay information and organize events for Alumni and undergraduate sisters as the Alumni Liaison
* Responsible for new member recruitment with 30% increase

**SKILLS**

Expertise with: Microsoft Word, Microsoft Excel, Microsoft PowerPoint, Microsoft Access, ArcGIS*,* Social Media (Facebook, Twitter, Linkedin, Pinterest, Google+, Instagram)

Proficiency with: Windows, Macintosh, UNIX*,* Java, C++, HTML/CSS, R, Python, MATLAB, AutoCAD

**HONORS**

Member of Phi Theta Kappa Honor Society, Dean’s List Fall 2013, Spring 2014, Spring 2016