Troy Leland Shields

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Education

Brigham Young University – Provo, UT
Master of Information Systems Management, April 2015
Major GPA: 3.88

Experience

Software Developer   **November 2012 – June 2013, August 2013 -- Present**
Brigham Young University – Department of Civil Engineering   Provo, UT

- Spearheaded effort to port application from Windows to other operating systems
- Worked on small team as a C# programmer for open-source GIS software HydroDesktop, which is used by researchers and students all over the world
- Communicate with users to prioritize and complete work items, resulting in direct improvements for active users
- Clearly document processes so that others can easily contribute to the project

IT Intern   **June 2013 – August 2013**
USAA   San Antonio, TX

- Fixed several issues in USAA's CRM system that is used by more than 15,000 representatives
- Researched and documented obscure bugs resulting in much better documentation for other team members
- Developed a new presentation tool using PHP and JavaScript to effectively present on my experiences during the internship

QA Tester   **March 2012 – November 2012**
Imagine Learning, Inc.   Provo, UT

- Found and clearly documented hundreds of defects directly resulting in a more polished product
- Described discrepancies between application's behavior and documentation, requiring strong attention to detail
- Created Excel spreadsheets to help automate some data entry processes, preventing mistakes and saving thousands of dollars

Volunteer Experience

Volunteer Missionary   **October 2008 – October 2010**
The Church of Jesus Christ of Latter-Day Saints   Tirana, Albania

Other

- Designed, developed, and released GroupThink, a Windows 8 app available in the Windows Store
- Passionate about computer programming; experienced in C#, Java, JavaScript, PHP
- Fluent in Albanian