Bloomington, IN 47408
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 **EDUCATION**

**Indiana University**, Bloomington, IN **Graduated May 2015**
*Bachelor of Science in Informatics*
Minor: Information Technology
GPA: 3.14 / 4.00

**RELEVANT EXPERIENCE**

**Indiana University School of Public and Environmental Affairs**,Bloomington, IN **July 2014 – June 2015***IT Support Assistant*

* Provided support for over 500 faculty, research, and student workstations
* Performed general maintenance on printers throughout staff departments
* Diagnosed and repaired hardware, software, and networking issues

**Independent Contracting**, Anderson, IN **June** **2010 – July 2014**

*IT Technician & Web Developer*

* Developed personalized content management systems for clients using PHP and MySQL
* Performed virus removal and prevention techniques
* Optimized hardware and operating systems

**Anderson High School**, Anderson, IN **August** **2005 – May 2009**

*IT Technician*

* + Organized and managed troubleshooting tickets
* Provided troubleshooting support for school staff and administration
* Developed and implemented IT solutions for Ebbertt Education Center
* Installed hardware and software components in various computer systems

 **ACADEMIC COURSEWORK**

* **CISCO CCNA I – IV May 2009**
	+ Gained hands-on experience of CISCO certified networking equipment
* **CISCO IT Essentials I & II May 2005**
	+ Expanded knowledge of Information Technology related material
* **Information Infrastructure - INFO-I210 & I211 May 2013**
	+ Used Python programming language to design and deploy server-centered data management applications
	+ Worked within teams to develop text and graphic-based Python games
* **Human-Computer Interaction Design - INFO-I300 May 2013**
	+ Learned the importance of professionalism in group-based projects
	+ Gained knowledge of various techniques to improve team relations
* **INFO-I427 Search Informatics December 2014**
	+ Used Ruby programming language to develop custom web crawler and search engine using search algorithms
* **CSCI-A290 Java Development December 2014**
	+ Developed Artificial Intelligence algorithms using Java programming language to compete with human players
* **INFO-I495 Senior Capstone August 2014 – May 2015**
	+ Designed and developed enterprise loyalty software from the ground up using PHP, MySQL, Swift, and jQuery

**TECHNICAL EXPERTISE**

* + Programming: HTML, XHTML, PHP, SQL, XML, Python, .NET, Ruby, Java
* Troubleshooting
	+ - Hardware: Desktops, Laptops, Servers, Networking devices, VoIP systems, Printers
		- Software: MS-DOS through Windows 8.1, Linux
* Installation
	+ - Hardware: Motherboards, RAM, Hard Drives, CPUs, PSUs, Drives, Cards
		- Software: Operating systems, Virus protection and firewalls, Word processors, Drivers, Optimization software