

EDUCATION

BUTLER UNIVERSITY – Indianapolis, IN
Major: Computer Science
Minor: Mathematics

Expected Graduation: 2016

WORK EXPERIENCE

Butler University Escalation Team

January 2014 – Present
Indianapolis, IN

- Performed hardware diagnostics and replacements for fans, hard drives, power supplies, etc.
- Deployed to classrooms for emergencies to assist clients on site with computer issues
- Diagnosed high-level issues with internet connectivity, viruses, and reinstalling operating systems.

Butler University Help Desk Technician

August 2012 – Present
Indianapolis, IN

- Assessed and resolved a wide array of technological issues for faculty, staff, and students.
- Communicated complex technical issues to clients of varying skill levels.
- Diagnosed issues with viruses, spyware, Mac and Windows Operating Systems, email, and network connections.
- Recognized for delivering outstanding customer service in person, over the phone, and via email.
- Created documentation for help desk processes and procedures using internal knowledge base tool.
- Expedited and simplified process for media request and diagnostic submissions for clients.
- Created new process for failing hard drives to back up data and reinstall an OS from a failing hard drive.

Self-Employed Computer Technician

September 2008 – Present

- Diagnosed and analyzed client specific problems.
- Resolved clients' computer problems ranging from hard drive corruption to driver updates.
- Obtained computer knowledge through experience and troubleshooting.
- Provided computer recommendations to clients
- Ordered and replaced hardware such as hard drives, memory, and CD/DVD drives
- Contacted manufacturers concerning warranties and replacement parts.
- Created a network of clientele through positive client referrals.
- Established an effective billing method that was used to determine payment.

LEADERSHIP

Lambda Chi Alpha Risk Manager

January 2014 – Present

- Managed safety risks of 109 fraternity brothers.
- Created a Crisis Management Plan of protocol for common hazards.
- Lead workshops on education concerning top fraternity hazards (Sexual Assault, Fire Safety, CPR/AED, Liability, and Alcohol Abuse).

SKILLS

- Office 2010
- Windows OS (XP, Vista, 7)
- Macintosh OSX (10.6 – 10.9)
- Umbraco CMS
- WordPress
- C++/Java