

Nancy Doe

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OBJECTIVE

An eager, intelligent, independent, self-motivated and hardworking individual that is willing to begin and complete any task in a timely manner. An individual who enjoys challenges, researches information about computers and solves technical issue who desires an internship in the field of Information Technology.

EDUCATION

Delaware State University – Dover, Delaware, Graduate Date: May 2016
Bachelor of Science in Information Technology (GPA: 3.7)

RELEVANT COURSEWORK

- Survey of Information Technology
- Elements of Computer Programming
- Data Structures & Algorithms I &II
- Computer Organization
- Database Systems
- Structured Programming for Scientist and Engineers
- System Administration I

SKILLS

- Adobe Certified Associate in Visual Communication Photoshop
- Proficient in Adobe Creative Suite CS5.5 which includes Photoshop, Illustrator, InDesign, Flash
- Basic knowledge in Microsoft Office PowerPoint, Word, Publisher, Outlook and Excel
- Basic knowledge of Java , Linux, C, PostgreSQL, Python, BASH, Linux Command Line

WORK EXPERIENCE

Delaware State University Information Technology Department – Dover, Delaware

October 2014- Present

Student Worker/IT Help Desk Support Technician

- Managed users accounts on the domain at the University
- Worked with remote assistance to multiple users on the network database to solve their technical issues
- Managed help desk tickets by creating, updating, identifying, diagnosing and resolving problems in a timely manner
- Responded to queries by providing professional, proactive, and immediate customer service either in person or over the phone
- Able to reimage a computer, map a drive, and focus on IT troubleshooting support for various hardware and software
- Used the fluke to identify the issues with Local Access Networks and used administrative rights to install computer software
- Update hardware and software patches on computers

Delaware State University Department of Computer and Information Sciences – Dover, Delaware

October 2013 – May 2014

Student Worker/Lab Assistant

- Responsible for assisting the System Administrator with various projects such as maintenance of hardware
- Ensured that all computers are set up, working and machines are meeting their requirements
- Worked with UNIX through installations of distributions of Linux such as Gentoo Linux
- Organize data for the inventory of servers and CPU's
- Fixed the hardware of a server by troubleshooting the issue
- Communicated effectively with clients and responsible for executing missions such as installations of machines

Department of Paterson Recreation – Paterson, New Jersey

July 2010 – August 2014

Senior Camp Counselor

- Conveyed leadership by encouraging positive behavior amongst the campers and creating amusing activities
- Planned and organized daily activities of approximately 25 students, ages 7-10
- Advised the junior counselors to make sure they enforce their daily duties and agenda

ACADEMIC AWARDS

Mentee, J.P. Morgan & Chase/DSU Mentoring Program; Active Member of the IT Committee in the National Society of Leadership and Success Dean's List; Nominee, National Scholars for Delaware State University

CAMPUS ACTIVITIES & COMMUNITY INVOLVEMENT

Referee at the First Lego League Competition; 2014 DSU Welcome Week Hornet Ambassador; Big Sister, Little Sister Mentorship Program ; Volunteer at the local high school in my community by assisting administrators in clerical duties; Volunteer at Brandywine Counseling Center Services by painting and making a better facility presentations; Admissions Open House Tour Guide; Career Fair Volunteer; Gospel Choir; Black Data Processing Associates of Delaware State University; Tutor young children on various subjects such as mathematics, science, history, and English