Edgar A. Poe

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SUMMARY OF QUALIFICATIONS

- Applied Information Technology student with over three years' experience in help desk support
- Analytical, detailed-oriented with strong programming skills; ability to work on tedious projects
- Excellent customer service skills, time management, and problem-solving skills

EDUCATION

University of Baltimore Baltimore, MD   May 2023
- Bachelor of Science, Applied Information Technology

Community College of Baltimore County Baltimore, MD   May 2018
- Associate of Science, Computer Science Degree GPA: 3.87 (Summa cum Laude)

RELATED COURSEWORK

- Networking Theory and Application	- Legal Issues in High Technology Crime	- Advanced Database Systems
- Multivariable Calculus	- Digital Forensics for Information Technology	- Advanced Programming
- Circuits and Systems	- Designing for Humans	
- Math Structure for I.T.		

TECHNICAL SKILLS

- C++	- MATLAB	- Microsoft Word and Excel
- Java	- Microsoft Visual	- Adobe Dreamweaver

EXPERIENCE

Emerging Technologies Baltimore, MD - *Help Desk Associate*   09/2021- Present
- Work closely with help desk team, providing hands-on support to end users with hardware and software problems including WAN connectivity, upgrades, configurations, data recovery, and extensive printing issues.
- Document request for help desk support and outcome resolutions to monitor and track recurring problems.
- Interface between technicians and employees to identify problems and formulate solutions.

Profig - Y-Combinator New York - *Intern*   05/2018-08/2022
- Learned and applied online search engine optimization techniques for increasing website traffic.
- Collaborated on and implemented client acquisition strategies.
- Contributed to direction of the company during meetings with founders.

Hamilton Park Liquors Baltimore, MD - *Sales Associate*   06/2014-03/2016
- Implemented advertising strategy through social media and web referral sites.
- Assisted management with inventory by calculating sales, expenses, and profit on a monthly basis.
- Assessed customers' preferences and made product recommendations accordingly.

Johns Hopkins Hospital Sleep Clinic Baltimore, MD - *Volunteer*   05/2014-08/2015
- Reviewed and organized filing system to facilitate access to patient records.
- Scheduled patients, answered patients' questions, and mailed/faxed patient correspondences.

EXTRACURRICULAR ACTIVITIES

- CompTIA - *Member*   2020-2023
- National Society of Leadership and Success – *member*   2019-2023

Permission granted to use resume for sample from UB student – name and contact information changed to protect privacy.