John Smith

Baltimore, Maryland
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Summary of Qualifications

Information Technology student with recent CCNA and 5 years of experience working in team based and support environments. Seeking a network-related junior IT support position.

Core Qualifications

Technology: Windows OS, Cisco IOS, Microsoft Office and Visio, GNS3, C, MySql, Ticketing Systems
Certification: CCNA

Education

University of Baltimore, Baltimore, MD   Graduation: May 20XX
Bachelor of Science, Information Systems & Technology Management

Relevant Coursework

Management Information Systems; Design Database Management Systems; Business Data Communications; IT Service Delivery

Experience

University of Baltimore, Baltimore, MD   March 20XX – May 20XX
Student Assistant
- Participated in a recruitment campaign by contacting and educating prospective students through the phone
- Conducted outreach and marketing tables during routine open house events at the University as well as local high schools
- Documented phone calls and responses from outreach that was reported to the director of admissions

Baruch Bank, Baltimore, MD   June 20XX – August 20XX
Finance Intern
- Assisted with financial analysis for global assets and marketing sizing
- Developed flow charts, processed documents and reviewed metrics

CitiFinancial, Baltimore, MD   June 20XX – August 20XX
Intern
- Performed basic coding and designing for the company's program, Maestro with basic java coding
- Filed and typed memos to supervisors detailing activities for the day
- Conducted meetings with supervisors and school counselor weekly reviewing learning outcomes and projects