

JANE DOE

410-564-XXXX

Baltimore, MD

jane.doe222@ubalt.edu

Summary of Qualifications:

Highly motivated, results-oriented student completing a Bachelor's degree in Information Systems and Technology Management. University classwork focused on programming, database administration, system analysis, business analytics, project management, and I.T. service management.

Core Qualifications:

- Experience with C, C++, Python, PHP, and HTML programming languages
- Involvement with designing and implementing databases, and writing SQL
- Experience with database systems such as Oracle, Teradata, MySQL, Amazon SimpleDB, and Microsoft Access
- Ability to evaluate needs of an organization and find solutions to those needs
- Preparing for the *Certified Associate Exam in Project Management (CAPM)* and *ITIL Foundation Certification Exam*

Education:

Bachelor of Science, Information Systems and Technology Management

May 20XX

University of Baltimore, Baltimore, MD (GPA 3.51)

Associate of Science, Business Administration, Summa Cum Laude, Honors

May 20XX

Community College of Baltimore County, Catonsville, MD (GPA 4.0)

Work Experience:

Science and Information Technology Lab Technician

February 20XX – Present

University of Baltimore, Baltimore, MD

- Implement effective Information Technology (IT) support and help manage IT projects
- Provide customer support services to students and staff
- Solve customer-related technical software and hardware problems
- Diagnose and resolve problems from trouble tickets
- Perform maintenance and repair activities on computers
- Update software and hardware on computers

Project Manager

January 20XX – December 20XX

University of Baltimore, Baltimore, MD

- Provided IT support and managed all IT projects
- Developed and implemented intake and information provision system
- Designed and maintained website, as well as the online public calendar
- Served as the primary liaison between my department and other departments
- Communicated effectively with customers and colleagues regarding operations
- Identified, analyzed, and responded to incidences to improve work-place flow
- Managed interns and their responsibilities while providing supervision and feedback

Admissions Ambassador

August 20XX – January 20XX

University of Baltimore, Baltimore, MD

- Evaluated and altered the University's Customer Relationship Management application (CRM) to improve the user experience
- Created student records within the University's CRM application.