

## Edgar A. Poe

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### SUMMARY OF QUALIFICATIONS

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- Associates in Computer Science 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

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**University of Baltimore** Anticipated Graduation: 12/2018  
Bachelors of Science, Applied Information Technology

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

**Gilman School** Baltimore, MD  
High School Diploma  
National Merit Scholarship Program Finalist (2010)

### RELATED COURSEWORK

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

### SKILLS

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C++, Java, MATLAB, Microsoft Visual, Word, Excel, Adobe Dreamweaver

### RELEVANT EXPERIENCE

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Emerging Technologies, Baltimore, MD 09/2015-present

#### Help Desk Associate

- 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, NY 05/2015-08/2015

#### Intern

- 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.

### OTHER EXPERIENCE

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Hamilton Park Liquors, Baltimore, MD 06/2010-03/2014

#### Sales Associate

- Assisted management with inventory by calculating sales, expenses, and profit on a monthly basis.

- Implemented advertising strategy through social media and web referral sites.
- Assessed customers' preferences and made product recommendations accordingly.

Johns Hopkins Hospital Sleep Clinic, Baltimore, MD

05/2012-08/2013

**Volunteer**

- Reviewed and organized filing system to facilitate access to patient records.
- Scheduled patients, answered patients' questions, and mailed/faxed patient correspondences.

**EXTRACURRICULAR ACTIVITIES**

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| • CompTIA, Member                            | 2017 |
| • Student Government Association, Member     | 2015 |
| • National Society of Leadership and Success | 2016 |
| • Legal Hackers, Secretary                   | 2015 |