

JANE DOE

Baltimore, MD

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

- Provided IT support and help manage IT projects.
- Provided Customer Support Services to students and staff.
- Solved customer related technical software and hardware problems.
- Diagnosed and resolve problems from trouble tickets.
- Performed maintenance and repair activities on computers.
- Updated software and hardware on computers.

Project Manager January 20XX – December 20XX
University of Baltimore, Baltimore, MD

- Provided IT support and manage 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 in regards to operations.
- Identified, analyzed, and responded to incidences to improve work-place flow.
- Managed Interns, and their responsibilities.

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.

Affiliations:

Helen P. Denit Business Honors Society 20XX-Present