

First Name Last Name

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Professional Profile

Experience in information technology, programming and business-related applications. Possess excellent work ethic, customer service skills and the ability to work in team-oriented and independent environments.

Technical skills include:

Java	Python	System Analysis
Flash	SQL	Microsoft Office

Education

St. Bonaventure University – St. Bonaventure, NY

B.S., Computer Science, magna cum laude

May 20XX

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Relevant Coursework:

Computer Organization	Programming Methodologies
Programming Languages	Algorithms & Data Structure
Software Engineering	Network Security

Related Experience

Information Technology Department, St. Bonaventure University – St. Bonaventure, NY

Student Helpdesk

October 20XX present

- Provide technology assistance to over 3,000 students operating on a university network
- Troubleshoot software, hardware and network problems and provide solutions
- Prepare and install upgrades on computer and classroom technology across campus
- Operate instructional technology including audio and video delivery systems

Tectran Manufacturing Inc., Buffalo, NY

IT Intern

May 20XX August 20XX

- Installed and configured computer hardware, software, systems, networks and printers
- Analyzed web traffic and usage patterns
- Centralized product descriptions and aggregate product attributes from multiple sources into master Excel spreadsheet

Delaware North, Buffalo, NY

Application Implementations Intern

May 20XX August 20XX

- Partnered with Application Implementations team to test and document operating configurations
- Worked with business partners to gather requirements to implement business solutions
- Identified, tracked and monitored appropriate measures, metrics and KPIs for predictive analysis, security and health of production environment
- Built trend analysis reporting for business applications, using Microsoft Excel, Power BI and Graph

Employment

Wegman's Food Market – Hamburg, NY

Customer Associate

seasonal, September 20XX September 20XX

- Provided quality assistance to patrons of a high-volume, fast-paced supermarket
- Processed daily cash and credit sales and balanced cash registers

Activities/Honors

- Recipient, St. Bonaventure University Trustees Scholarship
- Recipient, Kraft Foods Inc. Scholarship
- Participant, Intramural Basketball
- Volunteer, Springville Humane Society