

## Education

University of Wisconsin-Platteville, Platteville, WI, 2009  
Bachelor of Science in Computer Science Emphasis in Information Systems  
Bachelor of Science in Business Administration

## Computer Skills

- Programming Languages: .Net, COBOL, CICS, Java, C++, JCL, Assembly, XHTML
- Operating Systems: Windows, Mac OS
- Software Packages: Microsoft Office, Visio, Visual Studio, Netbeans
- Databases: Access, SQL, Oracle

## Experience

Netux Solutions LLC, Platteville, WI | Aug. 2006 - Present

- Serve as onsite specialist for residential and small businesses. Responsible for hardware/software analysis, installation, networking, troubleshooting and repair. Exceed customer expectations through exacting standards, superior customer service and attention to detail.
- Routinely operate business in absence of the owner. Perform duties including inventory checks and maintenance, product ordering, deposits, and store opening/closing.
- Utilize comprehensive computer and network knowledge to assist customers in identifying problems remotely. Communicate complex instructions to facilitate an effective resolution.
- Train new employees in all job functions, including computer repair, hardware/software installation, networking, and other computer related issues. Develop comfortable rate of skill progression for each individual to maximize information retention and effectively obtain results for the customer.
- Analyzed and documented day to day business activities and developed a more efficient plan for future use; completed during an eight week internship program. Reviewed residential customer service procedures; specifically turnaround time.

## Academic Projects

- Analyzed, designed, developed, and implemented an information system to manage patients, employees, schedules, and payroll for a veterinary clinic. Also included developing multiple entity relationship diagrams to better represent the data throughout the system. Completed across two courses; System Analyst and Design (COSC3130) and System Development and Implementation (COSC3530). This project was programmed in COBOL and CICS with two classmates.
- Developed and presented an information system to handle flight reservations between four airports. This system has options to book reservations, cancel reservations, display passenger lists, total and available capacity, date, time, other pertinent information, cost, customer balances, flight number, and departure and arrival locations. This was completely in CICS Application Programming (COSC3930) with three other classmates and was programmed in Object-Oriented COBOL and CICS.
- Devised and programmed a project to manage user logins and permissions using an access database. Also involved a small visual race game with looping cars and speed controls. This was done in Programming in Visual Basic (COSC2340) with another classmate; while using Visual Studio 2008.
- Completed and documented an information system built on the veterinary clinic project in earlier courses. This project had specific feature sets such as; sort, subprograms, copybooks, one-dimensional compile-time tables, data validation, key-check digit test, inspect, string/unstring statements. All done in Application in Information Systems (COSC4230) with two classmates; COBOL.
- Designed an information system to view large amounts of data about employees. Implemented functions such as new, save, delete, search, clear, controlling functions, and clear. Coded in Database Design and Implementation (COSC3630) with two other classmates, completed in Visual Basic .Net 2008 while using Oracle SQL queries.

## References

References available upon request.