

Utilize a brief, 2-3 sentence summary statement to show top skills and call out specific experience.

JEREMY BROOKS

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Bilingual Computer Science Junior with 2 years of experience providing user support. Skilled in communicating technical issues to non-technical users and collaborating across teams to implement processes which have increased efficiency.

TECHNICAL SKILLS

Platforms: Microsoft (XP, Vista), Linux, Unix, Mac OS

Tools: Active Directory, VMware, Office 365, Adobe Photoshop, McAfee

Hardware: Servers, routers, mobile devices (Android & iPhone), modems, printers

It's optional to categorize / organize technical skills to draw attention to specific skill sets.

EDUCATION

Bachelor of Arts in Computer Science, Minor in Spanish - December 2019
University of Arizona, Tucson, Arizona

PROFESSIONAL EXPERIENCE

LAW IT Student Worker (September 2016 - Present)

University of Arizona, College of Law, Tucson, Arizona

- Provide technical support, responding to a high volume of requests
- Support software installation, upgrades, and mobile device setup and assist with issue resolution of AV equipment in classrooms
- Collaborate with IT and leadership teams – in February 2018, designed and implemented a process for ticket creation which reduced wait time by 15%
- Initiated a system of hardware organization in 2017 to more efficiently track inventory

VOLUNTEER EXPERIENCE

Volunteer Storyteller (March 2018 - Present)

Odyssey Storytelling Series, Tucson, Arizona

- Create and present original work at monthly storytelling series

Volunteer (April 2017 & 2018)

Tucson Festival of Books, Tucson, Arizona

- Assisted with set up of equipment and collaborated with a technical team of 30+ to provide technical support for event with 50K+ attendees

Include experience such as volunteer, community service, and involvement and show skills utilized in these experiences.

ADDITIONAL EXPERIENCE

Participant (January 2018)

Hack Arizona, Tucson, Arizona

- Collaborated with a team of 4 to design a web app which achieved first place

Include industry-relevant experience.