JOHN FINCH

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EDUCATION

Maycomb University at Maycomb, AL
B.S. in Computer Information Systems, May 2018
GPA: 3.7/4.0

WORK EXPERIENCE

Student Help Desk Technician | Maycomb University
Sept. 2016 to May 2018

- Provided networking/desktop support and performed mainframe and account-maintenance tasks
- Helped transfer help desk requests from email to web-based system, reducing IT response time by 21%
- Earned commendations for teamwork, flexibility and work excellence in providing IT support to students and faculty

Sales Representative | Miss Maudie Enterprises, Maycomb, AL
Jan. 2015 to Sept. 2016

- Leveraged strengths in communication, customer service and problem solving to be a top salesman
- Twice named employee of the month

Volunteer Project | The Maycomb Tribune
April through July 2017

- Advised newspaper on new technologies to help further the organizational mission
- Instructed owner on building a user-friendly website and relational database
- Assessed systemic problems and suggested possible solutions

CERTIFICATIONS

- CompTIA A+
- HDI-Support Center Analyst (HDI-SCA)

PROFILE

- Excellent problem-solving, leadership and communication skills

- Ability to work in a team

- Flexible and committed

- Proficient at prioritizing tasks and remaining level-headed under pressure

TECHNICAL SKILLS

Systems:
CICS/ISPF/Mainframe, Unix, Linux, Windows, Novell NetWare, Mac OS X, Mobile

Databases:
Oracle, Access, Relational Databases

Languages:
Visual Basic, SQL, HTML, ASP, CSS, C++, CGI, Perl, JavaScript

Software:
MS Project, MS Visio, MS Office