**Information Technology**

# **General Grizzly**

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## Education

Georgia Gwinnett College Lawrenceville, GA

Bachelor of Science in Information Technology May20XX

G.P.A. 3.x/4.0

## Coursework

* Web and Multimedia Development
* Digital and Interactive Design
* Graphic and GUI Design
* Search Engine Optimization (SEO)
* 3D Animation and Agile Methodologies
* Web Content Management
* Internet Technologies
* Compression Formats
* Audio/Video Editing
* System Security

## Technical Skills

Computer Skills/Troubleshooting – Supporting Windows operating systems: virus and data recovery, malfunctioning programs, hardware installation, software/hardware communication failure.  
  
Web Development- Competent user Adobe Dreamweaver, WordPress, content management systems and Notepad ++, HTML, CSS, PHP, XML, MySQL, JavaScript and Mediawiki  
  
Networking- Setting up and configuring networks using Windows and Linux operating systems (e.g. Ubuntu Server and Windows Workgroup/Server 2003) and installing and configuring router and network nodes  
  
Database Administration- Design, manipulate, grant permission, performance tune (index), and back-up/recover databases, Oracle 11g and Microsoft SQL 2008  
  
Microsoft Suite- Intermediate proficiency in Word, Excel, PowerPoint, and Access

## Related Experience

Georgia Gwinnett College Lawrenceville, GA

Student Assistant – IT Help Desk June 20XX-Present

* Support wireless network for multi-user campus computer lab
* Serve as point of contact for faculty, staff, and student queries via phone and e-mail
* Utilize university web-based ticket system to create, assign, and update work order tickets
* Consistently resolve 90% of submitted work order tickets

## Professional Affiliations

Association for Information Technology Professionals