

First Name Last Name

1 Fairmont Ave. • Springville, NY 11111 • xxxxxxxxx@bonaventure.edu • (555) 444-3333

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

University Honors Program • Cumulative GPA: 3.63/4.00

Relevant Coursework:

- Computer Organization
- Programming Languages
- Software Engineering
- Programming Methodologies
- Algorithms & Data Structure
- 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