

# John Smith

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[Myemailaddress@google.com](mailto:Myemailaddress@google.com) in/John Smith

## SUMMARY

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Software Engineer with years of experience in designing, building, and testing distributed systems. I am looking to utilize my expertise and understanding in all aspects of software development to continue my professional development.

## EDUCATION

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University of Georgia

Aug '00 – May '14

BS Computer Science with Minor in Mathematics – GPA: 3.81

## EXPERIENCE

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**Coca-Cola, IT Support Specialist**

**Atlanta, GA**

**May '18-Present**

- Source & negotiate best pricing for hardware and software procurement, allowing Coca-Cola to allocate funds to software development and project management.
- Streamline and manage Sprint Wireless and XO Communication vendor accounts, resulting in a 45% reduction in billing and wasteful usage.
- Execute comprehensive IT Inventory with inhouse asset management tool, resulting in a successful external audit. Upgrade 32 XP Machines to Windows 7 in preparation for Office 365 Roll Out.

**New York Life, Network Support Specialist**

**Atlanta, GA**

**Dec '16 – May '18**

- Provide broad range of technical support through Track-It help desk tickets, phone, email, related to various computer hardware/software, LAN, WAN, web-based applications and printing issues.
- Create login scripts, user policies for domain security, and access. Manage file and print server resources utilizing NTFS permissions. As Help Desk Administrator I Developed and implemented effective support policies and procedures to provide better support and call resolution.
- Saved company thousands of dollars annually by consistently providing cost effective support solutions to our staff and employees.

**Oracle, Information Security Intern**

**Atlanta, GA**

**May '15 - Sept '16**

- Perform IT Security Administration functions, including administration, maintenance, and deletion of end user accounts, permissions, and network rights access, following established IT procedures.
- Investigate resolve, and document customer access-related issues expediently and effectively, following established IT security procedures.
- Receive and respond to incoming calls, pages, and/or e-mails regarding PC and/or hardware issues. Prioritize issues based on impact and severity level. provide extensive technical application support with Metavante banking applications.
- Install, configure, teste, build, maintain, monitor, network, and troubleshoot end user workstation hardware and software.

## SKILLS & CERTIFICATIONS

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SPSS, R, Microsoft Office, Linux, SAS, Team Player, Expert Problem Solving  
AWS Certified Developer - Associate

## Fields of Interest

Machine Learning, NLP, Data Encryption