

B. Information Technology

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EDUCATION

Brigham Young University Dec 2021
Bachelor of Science in Information Technology Provo, UT
Minor in User Design Experience

- GPA 3.0
- Scholarships from The Community Foundation of Utah
- Scholarship from Brigham Young University, Center for Teaching and Learning (Aug 2016)

University of XYZ June 2015
Bachelor of Arts in English San Salvador, El Salvador

- GPA 3.7
- Award for creation of social clubs promoting peer studying support campus-wide

SKILLS

Proficient- Mac OS, Windows (XP – 10), Linux (Ubuntu), MySQL, Active Directory, Bash, SCCM, Winbind, HTML, CSS, VMWare, Windows Server 2012, One Drive, MS Office
Moderate- C++, GitHub, Virtual Box, Git, Visual Studio
Beginner- C#, Node JS, JavaScript, ASP.net, PHP, Python

WORK EXPERIENCE

Brigham Young University, Testing Center Jan 2018 - Present
System Administrator Provo, UT

- Manage 4 physical servers and 20+ virtual servers, preventing issues for several departments
- Implement security system for 20+ virtual servers through IP restriction and Winbind user privileges
- Coached more than 80 people with technical assistance to enhance assistance provided by employees
- Installed and re-imaged Microsoft Windows in more than 20 computers to allow employees and head departments to improve performance
- Troubleshot several hardware types in most cases under 1 hour such as computers, peripherals, printers, phone systems, and internet connection

Brigham Young University, Office of IT Sept 2015 - Jan 2018
Operations and Data Center Support Provo, UT

- Monitored BYU network and its servers in coordination with 16 full-time engineers
- Administered to 100+ students campus-wide with technical issues, developing communication skills
- Supervised more than 60 agents to assure confidence in offering assistance to students

Stream Global Services/Convergys June 2011 - Aug 2015
Technical Support and Quality Assurance San Salvador, El Salvador

- Initiated technical support to 10,000+ customers over phone, and learned to fix a variety of technology issues
- Audited more than 400 technical calls to increase customer satisfaction
- Raised customer satisfaction by ministering and delivering assistance to two teams of 20 people

VOLUNTEER EXPERIENCE

The Church of Jesus Christ of Latter-day Saints Jan 2008 - Jan 2010
Volunteer Representative Concepcion, Chile

- Trained more than 150 individuals in daily service activities leading to progress throughout organization
- Educated over 20 Spanish speakers in use of computer systems