

**Rob Smith**  
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## Profile

Hardworking and deadline driven university student who has always delivered work on time throughout four years at the University of Michigan. Aiming to leverage my technical skills and knowledge of UX design to land an internship at Tech Generica in the IT department. Ability to apply critiques and objectively measure software performance while also participating in a rapid development cycle will help Tech Generica finish more projects on time and on budget.

## Professional Experience

### **Tech Support, XYZ Company, Columbus, OH**

*June 2018 – Present*

- Respond to tech support tickets rapidly and professionally, solving problems as they arise
- Maintain excellent records detailing every support ticket interaction and final outcome
- Install hardware and software as needed to maintain systems currently in use
- Work with upper management to develop rapid response systems to major tech threats
- Help design and deliver educational materials to staff about appropriate tech use

### **Retail Sales Associate, Smith Clothing Company, Columbus, OH**

*August 2017 – May 2018*

- Greeted customers and assisted with finding specific merchandise
- Provided product recommendations based on customer needs
- Built and developed relationships with repeat customers to provide better service
- Answered multiline phone and assisted with inquiries
- Performed basic cashiering functions, including balance the till at EOD

## Education

### **Computer Science Bachelor of Science**

*University of Maryland Global Campus Baltimore, MD, September 2013 – June 2017*

## Key Skills

- Agile
- Detail-oriented
- Development
- JAVA

- Mobile
- MySQL
- Program skills
- Tech-savvy

#### Certifications

- CompTIA A+
- Network+
- Nielsen Norman Group UX and UX Master
- Security+