

Oliver P. Otterbein

Westerville, Ohio 43215 | (614) 555-5555 | opotterbein.columbus@gmail.com

Career Summary

Detail-oriented and highly analytical college student working towards a Bachelor of Science Degree in Computer Science. Possesses strong technical skills with the ability to learn new concepts quickly to enhance work capacity. Creative problem-solver able to analyze difficult problems and find attainable solutions. Thrives in a collaborative team environment, and communicates effectively with diverse groups of people. Extremely organized and reliable.

Technology: Comprehensive study of C++ training with SQL Database software, operating system design, and Java and Python. Proficient in using Microsoft Office, Excel, PowerPoint, C++ and Java. HTML experience

✓ Troubleshooting	✓ Customer Service	✓ Analytical Problem Solving
✓ Communication Skills	✓ Conflict Resolution	✓ Operating System Design
✓ Active Directory	✓ Form Stack	✓ Remote Desktop
✓ Team Viewer	✓ Microsoft SCCM	✓ SQL Database Software

Education

Otterbein University, Westerville, Ohio

Anticipated: 12/2022

Bachelor of Science in Computer Science

Relevant Courses: Programming Fundamentals | Object-Oriented Programming | Data Structures | Assembly Languages | Operating Systems | Database Management | Programming in Java | Networks & Data Communication | Advanced Data Structures | Discrete Mathematics | Calculus I

Field Experience

Help Desk Technician | Otterbein University, Westerville, Ohio

08/2022-Present

- Provide technical support and create detailed systematic documentation for faculty, staff, and students
- Perform continual maintenance on Apple and IBM based computers at the university
- Install, upgrade, and maintain all campus owned technologically in a timely and effective manner
- Facilitates the education of faculty, staff, and students on wireless internet access across campus
- Tests and maintains Ethernet ports with a Fluke device
- Re-image personal computers and public computer labs using Microsoft SCCM
- Utilizes HEAT® call logging software for tracking customer service
- Assists in file recoveries and data backup for both local and network data

Sales Associate | Budget Computers, Inc., Columbus, Ohio

08/2021-8/2022

- Assisted with personalized and exceptional service and expertise to 70 plus clients per day during 8-hour shifts
- Developed and communicated strong, up-to-date knowledge of networking devices, home monitoring and security, health and fitness, headphones and speakers, accessories, pricing plans and service features
- Took strong initiative to research and stay up to date on innovative technology to increase sales to clients

Relevant Experience

Team Associate | Electronic Department, Target, Columbus, Ohio

11/2020-08/2021

- Provided exceptional service to 50+ patrons utilizing strategic sales techniques and complex problem-solving
- Stayed up to date with knowledge regarding technology advances to enhance selling process for retail sales

Front Desk Associate | Motel 6, London, Ohio

12/2019-11/2020

- Developed effective organization and complex problem-solving managing cash audits after every 8-hour shift
- Assisted management of enterprise by troubleshooting Wi-Fi issues and finding and resolving technical errors

Campus Involvement

Orientation Leader | Student Success & Career Development, Otterbein University

6/2022-08/2022

- Selected by faculty and staff to participate as an orientation leader for the Summer 2022 Orientation program
- Completed 20 hours of service assisting 40 incoming freshman in building connections before the school year