College of Computing & Digital Media Entry-Level Resume Guide

DePaul
UNIVERSITY
CAREER CENTER

This packet is intended to serve as a starting point for creating or improving your resume. It includes sample resumes, as well as best practices and helpful resources for developing a successful document.

DePaul University's Peer Career Advisors are available on a walk-in basis to assist you with creating and/or improving your resume. Inquire about Peer Career Advisor Program hours by calling the Career Center at (312) 362-8437 (Loop Campus) or (773) 325-7431 (Lincoln Park Campus).

Contents

This document is intended to guide you in creating your resume by outlining important types of information to include and tips for doing so in a professional and persuasive manner. Please note this is not intended as a template and the format employed may or may not best represent you. Consider meeting with a Peer Career Advisor to discuss how you might best layout your own resume.

Transferable skills are those that can be applied in a variety of industries and job functions. Considering which transferable skills you want to convey to employers is a great place to start when composing your resume. This list is a sampling of the types of skills you might highlight on your resume, in addition to those skills that are more specific to your major, intended industry, or job function.

A sampling of action verbs is also included on this page. Be sure to use strong action verbs to begin each of your bulleted statements, previewing the skill to be exemplified through the accomplishment statement.

In this most commonly accepted resume format, job titles and employers are emphasized, starting with your most recent experiences to illustrate a progressive work history. Your skills and accomplishments are described through bulleted statements under each position. This resume type is recommended for people who have recently graduated with a bachelor's degree, those who are staying within the same career field, and candidates with few time gaps in their job history. This type is most often preferred by employers because it is easy to scan, highlights job titles, employers, and dates, and clearly ties candidates' skills and accomplishments to their work histories.

This format is an option for candidates who have changed employers frequently, have gaps in their employment history, or are hoping to transition to a new industry or unrelated job function. Functional resumes enable candidates to highlight transferable skills, placing less emphasis on employment dates, job titles, and employers.

I. Resume Purpose, Design, & Mechanics

The purpose of a resume is to market yourself to employers by succinctly summarizing your education, experience, and skills, ultimately aiming to convince employers to invite you to interview. When conceptualizing your resume, think of it as a marketing tool, rather than a simple work history, as it is intended to promote you as the perfect candidate for the opportunity at hand.

Resume writing is an art, not a science. There is no one correct way to formulate a resume, but there are some best practices and standards that the Career Center recommends. Stand out from the crowd with high quality content and a clearly written, error-free document. Sequence the information from most important to least important with regard to your career objective. When constructing bullet points, aim to highlight accomplishments that exemplify the skills you possess and employers are seeking.

❖ **Length:** With a few rare exceptions, when applying for internships or entry-level jobs, students should keep their resume to 1 page. If you have difficulty narrowing down your resume, consider removing elements that are not closely related to the opportunities for which you are applying.

❖ **Margins:** Make your resume visually attractive. Use some whitespace to allow the reader's eye to rest. Using .5 inch to 1.5 inch margins is recommended.

❖ **Font:** Use a font that is easy to read. Times New Roman, Arial, and Courier New are good choices. A 10-12 point font size is recommended.

❖ **Consistency:** Keep the formatting consistent throughout your resume. For example, if you choose to bold a job title, make sure you bold every job title. Also, make sure that all of your bullet points, section headers, dates, etc. line up neatly on the page.

❖ **Accuracy:** Your resume, and all other job search materials, must be 100% error free. Be sure to carefully read through your resume, checking grammar, spelling, and punctuation. It is a good idea to have at least 2-3 people proofread it as well.

❖ **Be Accomplishment-Orientated:** Employers hire you for your skills and want to read about times when you have successfully utilized the skills they are seeking. Describe achievements, rather than listing duties, quantify outcomes whenever possible, and be sure to highlight your proficiency in both technical (industry or job function-specific) and transferable skills.

❖ **Use Action Verbs:** Strengthen your bullet points by beginning each with an action verb that previews the skill to be exemplified in that accomplishment statement. This allows a potential employer to more easily scan your resume for what he or she is seeking.

❖ **Make it Clear and Be Succinct:** Eliminate the pronoun "I" at the beginning of each bullet point as this is assumed. Avoid introductory and wind-up phrases such as "My duties included…" and "My responsibilities were…"

❖ **Overall Appearance:** Ask yourself and others if your document is easy to read and professional looking. Also, consider that the average recruiter may scan your resume for 30 seconds or less. Make sure that your most important information stands out.

II. Key Elements of a Successful Resume

Your First and Last Name

♦ Phone number ♦ Email address ♦ Street address ♦ City, state & zip code ♦

OBJECTIVE

Create a statement describing or naming the position you are seeking to obtain. You may also include the specific field or area you are interested in and the skills and expertise you could contribute to the company. This section is optional and could be omitted or substituted with a "Career Highlights" or "Summary of Qualifications" section.

EDUCATION

Institution City, State   (Expected) Graduation Month Year
Write out the full name of your (expected) degree; also list Minors and Concentrations
GPA: 4.0/4.0 (it is recommended that you include your GPA if it is 3.0 or higher)
Other possible information to include: **Study Abroad** experiences, **Relevant Coursework**, or **Academic Awards and Honors**.

TECHNICAL SKILLS

- **Utilities**
- **Languages**
- **Software**
- **Databases**
- **Hardware**

EXPERIENCE, RELEVANT EXPERIENCE, INTERNSHIP EXPERIENCE [possible titles/descriptive headings]

Organization, *Your Job Title* – City, State   Month Year - Month Year

- The position header above is one example of formatting. Other formats can include using two lines or rearranging the order of the Organization, Job Title, Location, and Dates to emphasize the most important elements.
- You can bold or italicize your title or your organization—whichever is more relevant, but be consistent.
- In this section include bulleted accomplishment statements, which provide examples of times you have successfully used the skills employers are seeking.
- Start with a strong action verb, then follow with an explanation of what you were doing, describe how you did it, and, when possible, include any outcomes that you achieved. Remember, statements should ultimately convey your proficiency in one or more skill sets of interest to the employer by way of providing an example of when you have used them.
- Consider the following questions to help you create more effective bullet points: What was the result/outcome of your work? What were your accomplishments? How did you help the organization? What skills/knowledge did you enhance? How does this experience relate to your internship/employment goal?

Organization, *Your Job Title* – City, State   Month Year - Month Year

- Bulleted statements should be in the proper tense (past or present tense) and use consistent grammar and punctuation.
- Be specific by including quantity, frequency, population, and impact of your work whenever possible.
- Make sure your resume is easy to read and not too text heavy. Avoid using colors, multiple fonts, pictures, being too brief, or making it too dense. Make it your own, but be professional.

ADDITIONAL EXPERIENCE, LEADERSHIP, HONORS, ACTIVITIES, COMMUNITY SERVICE, VOLUNTEER, PROFESSIONAL DEVELOPMENT [possible titles/descriptive headings]

Organization, *Your Job Title* – City, State   Month Year - Month Year

- Using multiple experience sections is optional and allows you to emphasize (by placing it closer to the top) your most relevant experience. Experiences within a section should be listed in reverse chronological order.
- Positions within this section should be formatted like previous experience sections, but may or may not include bullet points.
- In an additional experience section, you can include work experiences that may not be directly related to the job you are applying to, but add to your credibility by exemplifying a progressive work history.
- Emphasize your transferable skills, those that can be taken from one experience and applied elsewhere.

Organization, *Your Role (e.g. Member, Participant, Honoree, or Presenter)* – City, State   Month Year - Month Year

- This section can also be an opportunity to share your experiences as a leader, honors received, community involvement, professional development activities, or membership in organizations. As illustrated, replace "job title" with the role you played.

III. Transferable Skills & Action Verbs

TRANSFERABLE SKILLS

Transferable skills are those that can be applied in multiple work settings. Consider incorporating them, in addition to those that are specific to your intended career field, by providing examples of when you have successfully used them in your bulleted accomplishment statements. Some examples of transferable skills include the following:

CLERICAL
Bookkeeping
Classifying
Collecting
Compiling
Computing
Examining
Filing
Organizing
Recording
Word processing

PROBLEM SOLVING
Analyzing
Appraising
Diagnosing
Examining
Executing
Planning
Proving
Reasoning
Recognizing
Validating

TECHNICAL
Adjusting
Aligning
Assembling
Drafting
Engineering
Installing
Observing
Operating
Programming
Repairing

CREATIVE
Designing
Developing
Establishing
Illustrating
Imagining
Improvising
Inventing
performing
Revitalizing
Visualizing

RESEARCH
Assessing
Calculating
Collecting
Diagnosing
Evaluating
Examining
Extrapolating
Interviewing
Investigating
Synthesizing

TRAINING
Adapting
Communicating
Demonstrating
Enabling
Encouraging
Evaluating
Explaining
Instructing
Planning
Stimulating

ACTION VERBS

Beginning each bulleted accomplishment statement with a strong action verb helps to highlight your successes and allows a reader to get a sense of your skills by scanning the page prior to reading each individual bullet point. It is a good idea to vary the action verbs on your resume in order to appeal to different audiences. Below is a list of verbs to help get you started.

A	Consulted	Evaluated	Integrated	Planned	**S**
Achieved	Contrasted	Examined	Intended	Posted	Scheduled
Acted	Controlled	Executed	Interviewed	Prepared	Selected
Adapted	Converted	Expanded	invented	Prescribed	Separated
Adjusted	Convinced	Expedited	Investigated	Presented	Served
Administered	Coordinated	**F**	**L**	Priced	Serviced
Advanced	Counseled	Facilitated	Launched	Processed	Set up
Advised	Counted	Filed	Lectured	Produced	Simplified
Altered	Created	Filled	Led	Promoted	Sold
Analyzed	Cultivated	Forecasted	Liaised	Proposed	Solved
Appraised	**D**	Formulated	Logged	Protected	Specified
Arranged	Decided	Fostered	**M**	Provided	Started
Assembled	Decreased	Fulfilled	Maintained	Purchased	Strategized
Assessed	Defined	**G**	Managed	**R**	Streamlined
Audited	Delivered	Gained	Manufactured	Realized	Strengthened
B	Demonstrated	Gathered	Marketed	Received	Studied
Balanced	Designed	Generated	Measured	Recommended	Summarized
Budgeted	Detected	Grew	Mediated	Reconciled	Supervised
Built	Determined	Guided	Mentored	Recorded	Supplied
C	Developed	**H**	Migrated	Recruited	Supported
Calculated	Devised	Handled	Minimized	Redesigned	**T**
Calibrated	Diagnosed	Headed	Monitored	Reduced	Tested
Categorized	Differentiated	Hired	Motivated	Referred	Tracked
Charted	Distributed	**I**	**N**	Removed	Trained
Classified	Documented	Identified	Negotiated	Reorganized	Transformed
Coached	Doubled	Illustrated	**O**	Repaired	Translated
Collected	Drafted	Implemented	Obtained	Reported	Troubleshot
Combined	**E**	Improved	Operated	Represented	**U**
Communicated	Edited	Increased	Orchestrated	Researched	Updated
Compiled	Eliminated	Influenced	Ordered	Resolved	Upgraded
Composed	Encouraged	Informed	Organized	Restructured	**V**
Computed	Engineered	Initiated	Originated	Revamped	Verified
Conducted	Enhanced	Inspected	Oversaw	Reviewed	**W**
Configured	Ensured	Installed	**P**	Revised	Weighed
Consolidated	Established	Instituted	Performed	Revitalized	Wired
Constructed	Estimated	Instructed	Persuaded	Routed	Won

Cara Nowak

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Career Objective

To obtain an internship or part-time position in Information Systems or a related field utilizing academic background and technical skills

Education

DePaul University, Chicago, IL   June 2014
Bachelor of Science in Information Systems   GPA: 3.6/4.0

Relevant Coursework

Intro to Desktop Databases   Applied Networks and Security
Database Design   Software Project Management
Analysis and Design Techniques   Content Management Systems

Technical Skills

Operating Systems: Windows XP, 7
Database Management: Oracle
Applications: MS Visio, MS Office (Word, Excel, PowerPoint)
Languages: HTML, CSS, Ruby on Rails, SQL
Social Media: Twitter, Facebook

Work History

LEVI'S, **Seasonal Sales Associate,** Chicago IL (Nov 2011 – Jan 2012)
- Greeted customers and to maintain the store's highest customer service rating in the district.
- Assisted customers' with finding merchandise and specialty items depending on specific needs.
- Achieved seasonal sales goals by promoting new items and attracting new customers.

BORDERS, **Seasonal Integrated Product Team Member,** Gurnee IL (Oct 2009 – Jan 2010)
- Assisted with inventory management as member of operational team
- Directed customers to merchandise based on their needs and kept consistent track of store inventory

Arnav Malik

(773) 670-1010   Arvav.malik91@gmail.com

EDUCATION

DePaul University, Chicago Illinois   Expected June 2013
Bachelor of Science in Interactive Media   3.3/4.0 G.P.A

Relevant Coursework: User Centered Evaluation, User Centered Web Design, Scripting for Interactive Media, Advanced Scripting for Interactive Media, Intro to Human Computer Interaction, Virtual Worlds & Online Communities.

COURSE PROJECTS

User Centered Evaluation   Winter 2012
- ***Interviews, Personas and Scenarios***- Created and conducted interviews. Discovered information regarding users, created user personas based off interviews, and created task scenarios from interviews.
- ***Heuristic Evaluation and Cognitive Walkthrough***- Performed a Heuristic Evaluation on an application and developed tasks for and performed a Cognitive Walkthrough.
- ***Preparation for Usability Testing-*** Learned steps for planning a Usability Test by creating problem statements, test objectives, a test design and a test script.
- ***Usability Testing and Reporting***- Conducted Usability Testing with an application and several participants. Used data to create a report of the test's findings.

Advanced Scripting for Interactive Media   Winter 2012
- ***Application in Flash***- Created an application in Flash using Object Oriented principles and implicated XML into Flash ActionScript file.

EMPLOYMENT HISTORY

DePaul University, Chicago IL   Sept 2011-Present
DePaul Information Services
Classroom/Lab Technician
- Provide customer relations and emergency technical support to DePaul University Faculty and Students.
- Maintain printers, diagnose computer issues and provide computer support.

COMPUTER SKILLS

Word	PowerPoint	Excel
HTML5	CSS/CSS3	Adobe Flash
ActionScript	Adobe Photoshop	Adobe After Effects

Douglas Noth

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www.DougNothPortfolio.com

CAREER HIGHLIGHTS

- 2 years of experience in producing, directing, and editing videos, specifically documentaries
- Completed the *Atlantis Dual Degree Study Abroad Program* in France and Sweden
- Over 8 years of experience in community service, including fundraising, event and advocacy planning
- Proven skills in organizing, implementing, and working with diverse team members

EDUCATION

Atlantis Dual Degree Study Abroad Program, June 2012
B. A. in Digital Cinema, DePaul University, Chicago, IL
B. A. in Business Administration, Linkoping University, Linkoping, Sweden

RELEVANT EXPERIENCE

Director/Producer: *Atlantis Documentary,* Chicago, IL, January 2012-Present
- Produce and direct a documentary on the Atlantis Study Abroad Program to promote dual degree programs through DePaul and affiliate universities abroad.
- Travel to France and Sweden to coordinate and conduct interviews with University Presidents, Directors and students.

Co-Producer/Camera Operator: *Rafiki Collaborative Documentary,* Kenya/ Chicago, IL, November 2010-Present
- Traveled to Kenya to film a 15-minute documentary, which portrayed cultural and structural issues surrounding HIV and AIDS.
- Developed interviewing skills by conducting 11 interviews with local community leaders.

Assistant to Producer (Internship): *Richter Studios,* Chicago, IL, September 2010-December 2010
- Assisted Producer with various pre-production activities, including location scouting and shoot planning.

Co-Director/Co-Producer: *Voices Documentary*, Chicago, IL, January 2009-June 2009
- Commissioned by DePaul Community Service Organization to create a 20-minute documentary about social justice on campus to be shown to all incoming freshman and elsewhere on campus to encourage student involvement.

Featured Extra: *Universal Studios*, Chicago, IL, May 2008
- Worked as a paid extra on a Dennis Quaid film, *The Express,* for Universal Studios.

ACADEMIC PROJECTS

Sound Director: *Cheap Seats movie for Project Bluelight*, Chicago, IL, August 2009
- Directed sound for 30-minute short written and directed by a faculty member with a crew of 20 students.

Producer: *Ride music video*, Chicago, IL, July 2009
- Produced a 3-minute music video for local hip-hop artist and DJ with crew of 4 students.

OTHER EXPERIENCE

DePaul Community Service Association: Senior Team, Chicago, IL, August 2009-Current
Ole Lounge: Bartender/ Server, Chicago, IL, August 2008-January 2009
DePaul University: Resident Advisor, Chicago, IL, June 2010-August 2010

COMMUNITY SERVICE AND HONORS

Best Buddies E-Buddy, May 2007-July 2008
DePaul Community Service Coordinator, April 2009-March 2010
DePaul AIDS Project Volunteer, January 2009-2010
Special Olympics Volunteer, May 2008

Sam Elmudesi

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OBJECTIVE

Seeking to apply my education, technical skills and experience to an information security internship or entry-level role.

EDUCATION

DePaul University, Chicago, IL
Master of Science in Computer, Information and Network Security   June 2013
Network Security Concentration   GPA 3.4/4.0

   Related Coursework:
Network Security	*Computer Networks and Data Systems*
Information Security Management	*Advanced Network Technologies & Design*
Protocols & Techniques for Data Networks	*Advanced Network Defense Systems*
Legal Issues in Information Assurance	*Software Security Architecture*

DePaul University, Chicago, IL   June 2011
Bachelor of Science in Computer Science   GPA 3.6/4.0

TECHNICAL SKILLS

Operating Systems: UNIX (Red Hat), Linux (Ubuntu), Windows 7, XP
Networking: IPv4, IPv6, TCP/IP, LANs, WANs, VPNs, Routers, Switches, Firewalls
Software: Wireshark, Splunk, Nessus, PatchLink, Nmap, Putty, Active Directory, VMware, MS Office, MS Visio
Databases: Access, MySQL, Oracle
Languages: C++, C, Ruby on Rails, CSS, HTML, UML, Java, JavaScript, Perl, XML, XHTML, Visual Basic, Python

RELATED EXPERIENCE

DePaul University, Chicago, IL   Sept 2012– Present
Help Desk Associate
- Act as first point of contact for DePaul's technology department. Assist faculty and students experiencing computer system issues in the classroom or computer lab.
- Resolve issues in a timely and professional manner. Troubleshoot user account issues and reset passwords.
- Configure printers and upload new software in classroom computers or for faculty.

ACTIVITIES

DePaul University Security Daemons– Member   2012– Present
DePaul University Computer Science Society—Member   2011—Present

Hector Gonzales

123 Software Way   555-555-5555
Chicago, IL 60000   hgonzales@email.com

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OBJECTIVE: To obtain an internship or entry-level position where I can contribute 1+ years of IT experience and education, as well as my collaboration and communication skills.

EDUCATION:

Bachelor of Science in Computer Science, DePaul University, Chicago, IL   Expected June 2013
Cumulative GPA: 3.0/4.0; Major GPA: 3.6/4.0

TECHNICAL SUMMARY:

Languages: SQL, PL/SQL, Java, JDBC, HTML, Visual Basic, Python, C++, C, XHTML
Software: SQL Developer, Net Beans, Eclipse, MS Office, MS Visio, Front Page, Adobe Photoshop
Operating Systems: Windows XP, Windows 7, UNIX
Databases: Oracle, MS Access, SQL

COURSE PROJECTS:

System Analysis and Design   Winter 2012
Production Control Project
- Led a team of five students in designing, coding and implementing an SQL database.
- Entered and updated information using a search engine robot.
- Completed analysis and designed documentation with data flow diagrams, structure charts, process specifications, data-dictionary and a user manual.

E-Commerce   Summer 2012
Website Design Project
- Designed a personal web site using HTML; viewable at *www.hgonzales1.depaul.edu.*

RELATED EXPERIENCE:

Digiworld, Chicago, IL   May 2011 – Present
Database Intern
- Maintain 1000 customer records in company's Access database.
- Update website with information on new events and services utilizing Front Page.
- Process online subscriptions, activating new subscriber accounts by creating usernames and passwords.

DePaul University, Chicago, IL   October 2010 – May 2011
Lab Assistant
- Provided technical support to students in a lab with 150 workstations.
- Performed troubleshooting and problem-solving of hardware and software issues.

ADDITIONAL EXPERIENCE:

General Office Company, Naperville, IL   August 2009 – May 2010
Clerk
- Coordinated scheduling of events and meetings for multiple departments.
- Distributed newsletters and correspondence to constituents.

ACTIVITIES:

Secretary, Student Government Association   December 2012– Present
Member, Golden Key Honor Society   May 2011 – Present
Member, Computer Science Society (ACM student chapter)   September 2009 – Present

MARTINA SEGURA

m.segura@gmail.com | 708-698-7342

EDUCATION

DePaul University, Chicago, IL   Expected June 2013
Bachelor of Science in Interactive Media
GPA: 3.6/4.0

EXPERIENCE

Answers Media   Jan 2012 – Sept 2012
Web/Interactive Intern
- Assisted in uploading, organizing, and tagging media content such as image, text, and .pdf files.
- Analyzed and evaluated website interfaces for errors and design inconsistencies.
- Edited and reformatted content on websites.

Global Initiatives   Oct 2011- Dec 2011
Web Intern
- Collaborated with co-workers to assist in organizing information for the Global Initiatives web-site.
- Used Design software such as Gliffy.com to design basic templates for GI website.

InContext Solutions   June 2011– Sept 2011
Social Media Intern
- Assisted with setup and maintenance of client's social media pages, including Facebook and LinkedIn, to help keep client image updated and increase interactivity with customers.
- Organized web content and managed layout of client blog posts and newsletters, utilizing Wordpress.

TECHNICAL SKILLS

Microsoft Office	Photoshop	Illustrator	Flash CS5
InDesign	Gliffy	Wordpress	SPSS
myBalsalmiq	HotGloo	XHTML	HTML5
CSS/CSS3	JavaScript	ActionScript	Ruby
SQL			

AWARDS

Recipient - St Vincent DePaul Scholarship   2009-2012

ORGANIZATIONS

Member - HerCDM (Women's Technology Organization at DePaul)   2010-2012

Mark Anthony

manthony@hotmail.com | 999.999.9999

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EDUCATION
DePaul University, Chicago, IL   Expected June 2014
Bachelor of Science in Computer Science
GPA 3.0/4.0

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TECHNICAL SKILLS
Systems:	UNIX, Windows XP / Windows 7, Linux (Ubuntu)
Databases:	SQL, Oracle, MS Access
Languages:	Visual Basic, HTML, C, C++, Java, PL/SQL, JDBC, Python, SQL
Software:	SQL Developer, Net Beans, Eclipse, MS Office, Visio, Photoshop

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WORK EXPERIENCE
Aspen Marketing, West Chicago, IL   Jan 2012 to Present
System Administrator
- Oversee and manage over 100 Word Press websites and manage customer support for sites and customers.
- Deploy new website plug-ins and updates via FTP. Work with Hosting Providers to add / move websites and resolve technical issues.
- Troubleshoot in house plug-ins and applications, followed by the submission of a bug report to developers.
- Track and troubleshoot website downtime as well as communicate with host providers.
- Monitor website file changes for hacking.
- Actively retrieve and test database backups for integrity.
- Complete PHP projects using Qcodo Framework.

Community College of Baltimore County Essex ,Baltimore, MD   Aug 2010-Aug 2011
IT Support Technician
- Provided network and desktop support for students and faculty in classrooms and student Lounges. Helped to maintain over 2,500 computers on the CCBC Essex campus.
- Troubleshot technical problems including system crashes, slow-downs and data recoveries.
- Analyzed and resolved problems, tracked and closed trouble tickets, and escalated issues if needed.
- Configured and installed networks for the campus wireless system.
- Maintained accounts and performed general account maintenance tasks for enterprise users.

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ACTIVITIES
DePaul Computer Science Society (ACM-CSS) -Member   2012- Present
DePaul DeFrag (DePaul's Fundamental Research in Academic Gaming) - Member   2012- Present

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PROFESSIONAL ASSOCIATIONS
ACM (Association of Computing Machinery) – Current Member

David Chen

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SUMMARY

Highly motivated technical support professional seeks engaging career in network/systems engineering. Strong background in network and server support, systems analysis and related script programming. Experienced in tracking incident and service requests in ticket management systems. Enjoy learning new skills and adapting to new challenges with professional growth.

TECHNICAL SKILLS

Networking: IPv6, TCP/IP, SMTP, VPN, HTTP/HTTPS, DNS, NFS, POP3, QMail, LANs, WANs, VPNs, Routers, Switches, Firewalls
Languages: C++, Java, Ruby on Rails, JavaScript, XML, HTML, Python
Software: Active Directory, Wireshark, Splunk, Nessus, PatchLink, Nmap, Net Beans, MS Office, MS Visio
Databases: Oracle, MySQL, MS Access
Operating Systems: UNIX, Linux (Ubuntu), Windows XP/ 7

EDUCATION

DePaul University, Chicago, IL
Bachelor of Science in Network Technologies   August 2012
Dean's List – 4 quarters   G.P.A. 3.6/4.0

   Network Interconnection Technology Project   *Summer 2012*
· Managed advanced network operations on Cisco enterprise-grade routers and switches
· Analyzed network traffic data via console and self-customized web GUI (SNMP)

RELEVANT EXPERIENCE

IBM Corporation, Chicago, IL   Sept 2011- Present
Technical Support Specialist / Windows Server Support
· Troubleshoot server problems, execute ticket requests and manage server changes. Regularly apply Windows Server patches.
· Provide individual support to remote clients and maintain client relationships.
· Diagnose network connectivity problems to machines and escalate issues to AT&T team for troubleshooting.
· Perform building and troubleshooting NIC teaming on servers.
· Lead team on supporting server HDD encryption project.

Bank of America, Chicago, IL   June 2011- August 2011
Business Technical Analyst Intern
· Identified a prototype development tool for long term use in Treasury and Securities Technology department resulting in reduced time and cost of application design.
· Built screen mock-ups for web simulation model on JP Morgan's billing application resulting in faster re-work of prototype GUI.
· Collaborated with different organizational departments resulting in consistency in meeting needs for the prototype project.

ADP, Chicago, IL   September 2010- November 2010
Intern EDI Analyst
· Monitored incoming and outgoing data transactions to maintain integrity of information ensuring compliance with accepted business practices.
· Tested web application for functionality during pre-deployment of new IT system in the organization.

VI. Additional Career Center Resume Resources

The Career Center offers several options for getting help in creating and perfecting your resume. Take advantage of one or more of the following services available to students and alumni:

❖ **Peer Career Advising**: Peer Career Advisors have been specially trained to provide resume assistance and basic career services to the DePaul community. Peers are available on a walk-in basis during most business hours or via email at peercareeradvisor@depaul.edu for questions, job search advice, resume assistance, and cover letter critiques.

❖ **Online Tutorial and Resources**: Visit the Career Center's website at www.careercenter.depaul.edu to access an interactive resume tutorial, Instant Message a Peer Career Advisor, or access this packet and other documents electronically.

❖ **Career Advising**: Career Advisors, who specialize in serving the needs of students and alumni from each of DePaul's colleges, are available to meet by appointment. Advising sessions can cover a variety of topics, including selecting a major, advanced resume development, job search strategies, interviewing skills, and other career-related concerns.

DePaul University Career Center
Contact Information

Lincoln Park Campus	Loop Campus
2320 N Kenmore Ave, SAC 192	1 E. Jackson Blvd, Suite 9500
Chicago IL, 60614	Chicago IL, 60604
(773)-325-7431	(312)-362-8437

Sarah Highstone
Career Specialist for CDM
For appointments, call or
312-362-8437 or use
my.cdm.depaul.edu