Johnathon Heely

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SUMMARY OF QUALIFICATIONS

- 3+ years of experience working with technical call center operations providing service by communicating effectively with technical and non-technical staff
- Works well independently, or in a group setting in completing projects and maintaining time management skills
- In-depth knowledge and understanding of numerous software packages and operating systems such as Windows (XP, 2000, NT), IBM OS/2 2.0, HP-UX 9.0, DEC VMS 4.1, Unix (Linux and Sun Solaris)
- Experience diagnosing, troubleshooting and resolving client issues with hardware maintenance, installations and upgrades

EDUCATION

Bachelor of Science in Information Technology   Spring 2012
Minor in Computer Science
CSU Channel Islands, Camarillo, CA

TECHNICAL SKILLS

- *Languages:* Java, XML, C, C++, JavaScript, SQL, HTML, UML
- *Tools:* Borland JBuilder, Sun ONE Studio (Forte), Macromedia Dreamweaver MX, Rational Rose, UltraEdit-32, Borland CBuilder, Oracle SQL Plus
- *Operating Systems:* Windows (XP, 2000, NT), IBM OS/2 2.0, HP-UX 9.0, DEC VMS 4.1, Unix (Linux and Sun Solaris)

WORK EXPERIENCE

Hardware Engineer
Micron Computers Inc., Camarillo, CA   May 2010-May 2012

- Perform hardware and software installations on a variety of computers including PC's and Mac's
- Identify, isolate and repair computer equipment showing wear and tear as well as provide customers with information on preventative maintenance routines
- Provide high-level customer care, training, and technical support to a diverse population of customers
- Assemble and install a wide array of computer systems, workstations, and peripheral hardware

Information Technology Help Desk Student Assistant
CSU Channel Islands, Camarillo, CA   Sept. 2009-May 2011

- Provided computer help desk support via telephone communications with end-users including students, faculty, staff and campus visitors
- Performed diagnostics and troubleshooting of system issues, documented help desk tickets/resolutions and maintained equipment inventory lists
- Assisted students, faculty and staff with login password verification to the campus-wide program myCI

PROFESSIONAL INVOLVEMENT & DEVELOPMENT

Attendee, Association of Information Technology Conference, Cal Poly State University   Oct. 2010
Member, Association of Information Technology Professionals (AITP)   Sept. 2010-Present
Member, Association of Help Desk Professionals (AHDP)   June 2008-Present