



**Overview**

- I did something fantastic!

**Objective**

- I did something fantastic!

**Employment History**

<b>Key Words</b>
<a href="#">support</a> <a href="#">web</a> <a href="#">create</a> <a href="#">wayne</a> <a href="#">state</a> <a href="#">university</a> <a href="#">accomplishment</a> <a href="#">content</a> <a href="#">technical</a> <a href="#">university's</a> <a href="#">several</a> <a href="#">managers</a> <a href="#">systems</a> <a href="#">other</a> <a href="#">issues</a>
<b>Alternate Languages</b>
<a href="#">Español</a> <a href="#">Galician</a>
<b>Similar Resumes</b>

July 2009 - Present **Wayne State School of Medicine**

Student Developer

- Responsible for developing and maintaining all School of Medicine websites.
- Convert photoshop layouts to valid HTML/CSS web pages.
- Utilize the university's proprietary Content Management System to manage sites.
- Create custom managers using PHP to address a variety of page needs.
  - Design and implement document servers.
  - Create user-friendly managers to handle content outside the function of the university's CMS, such as for news and student/faculty spotlights.
  - Create large scale systems to make data entry easier for other dynamically-driven web applications, such as content-specific searches (find a physician by disease specialty, etc.)
- Provide technical support on the CMS and other web applications for both colleagues and for departmental clients.

June 2008 - July 2009

**Wayne State University**

Detroit, MI

PC Clinic Technician

- PRAUX TIP: Right clicking the company name, or anything above really (including the date) and selecting 'Add' will add a new accomplishment bullet item!
  - PRAUX TIP: Right clicking 'Employment History' and selecting 'Add' will add a new job block!
  - PRAUX TIP: Remember! Right click and choose 'Delete' to remove accomplishment bullets, jobs, even entire sections!
- PRAUX TIP: You can sort accomplishment bullets, jobs, and sections by changing the 'Left Click To...' context from 'Edit' to 'Sort'. Now your powerful left click has the power to move everything around.

July 2005 - June 2008

**Wayne State University**

Detroit, MI

Computer and Information Technology Help Desk Technician

- Helped customers with technical questions and issues over the phone.
- Provided support for several university systems including Pipeline, Blackboard, WSU's Zimbra-based e-mail and scheduling system, Cognos reporting tool, as well as several others.
- Detailed documentation of support calls was necessary, both for the help desk's records, and for escalating issues higher up in the support chain.
- Acted as a single point of contact both for the customer and for any higher-level support staff assisting on an issue.

**Education**

2005-2009

**Wayne State University**

Detroit, MI

Bachelors of Arts in Philosophy

