

# AUSTIN HEILMAN

Phone: (267) 244 3399 | Email: austin.heilman@temple.edu  
Website: community.mis.temple.edu/aheilman/  
Address: 134 Shelmire Street, Jenkintown, PA 19046  
LinkedIn: linkedin.com/in/austinheilman/

## Objective

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Seeking full time internship in Information Technology to utilize and develop skillset. Available Summer/Fall 2019

## Education

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### BACHELOR OF BUSINESS ADMINISTRATION IN MANAGEMENT INFORMATION SYSTEMS

- Temple University, Fox School of Business – Philadelphia PA
- GPA: 3.5
- Expected Graduation: December 2019

## Skills/Activities

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### Programming

Java, HTML, CSS, PHP, SQL

### Data Analysis

Microsoft Excel, R+R-studio

### Cloud Based Services

Microsoft Azure, Salesforce

### Operating Systems

Windows 7, Windows 10, Windows Server, MacOS

## Work Experience

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### TECHNICAL SUPPORT SPECIALIST – Temple College of Public Health IT- Philadelphia, Pennsylvania - Jun 18 - Present

- Provide an array of technical support ranging from minor computer issues to software installations and machine deployment
- Working on a project team with senior staff member to develop a web application to collect data and generate internal reports utilizing SQL Server and PHP.
- Responsible for maintaining and repairing backup/replacement computers for the College of Public Health Staff and Faculty

### PHYSICAL THERAPY AIDE – Orthopedic Surgery & Rehab Associates – Fox Chase, Pennsylvania - Sept 15 - Aug 18

- Assist patients and therapists with a various range of tasks in a physical therapy office that is home to 11 therapy professionals servicing eighty patients per day
- Revamped the patient records organization system utilizing a combination of visual sorting and folder ID's to quickly identify patient insurance
- Provide customer service to patients by scheduling appointments and procuring approval from insurance

### STUDENT WORKER – Temple University Computer Services- Philadelphia, Pennsylvania May 17 – Oct 05

- Contributed to implementation and testing of Temple's new imaging software, ImageTrust, ensuring products functionality across the university
- Perform evaluation testing of new applications for university staff
- Used Excel to analyze data and generate visual reports for departmental use

## Projects/Activities

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### Analytics Dashboard Project

Utilized JustInMind software to create a functioning prototype of an analytics driven dashboard for TAPP Network's digital mail system

### System Architecture Project

Built a functioning network of virtual machines using Microsoft Azure. Used DNS and Active Directory to maintain/monitor user groups with specific privileges

### Association for Information Systems

Active member of Temple University AIS chapter. Attending a series of meetings and workshops focused on technical and professional development along with a speaker series composed of tech executives.