

Objective: To develop creative IT solutions for dynamic scenarios in agile environments

Experience: Cigna Global Healthcare Benefits, Wilmington, DE June 2013 – present

IT Infrastructure Engineer Intern

- Performed Level 2 Desktop Support, closing five to ten cases per day
- Access management, application troubleshooting/upgrades, system and database admin, general IT support
- Supported team that upgraded CRM system to Microsoft Dynamics Einstein CRM, performed sysad role after
- Supported office-wide upgrade of operating systems from XP to 7
- Performed IT auditing of department software and hardware

O Supervisor Reference: Ernest Tull – Sr. Infrastructure Engineer – ernest.tull@cigna.com

Projects: Philly Give Camp (2014): Business Analyst & WordPress Developer

- Gathered technical requirements for four organizations seeking IT solutions
- Developed WordPress site for Enchantment Theatre Company

Colonial Airport Parking (2013): Streamlining Operations Business Analysis

- Created prototype of mobile application that automated shuttle routing and dispatching
- Allowed ability to effectively analyze data to make logical business decisions

American Greetings (2012): WordPress Developer: Created solution allowing PT merchandizers to:

- Clock in to work, see work logs and chat with management
- Trained AG's Merchandizer Mgr. how to admin the site

Collegebookstand (2011): WordPress Developer/Business Analyst: Created online book trading marketplace

- Created taxonomies to organize books in categories within colleges
- Used local viral marketing, had 500+ books listed in 3 months

Technical Skills:	Web Development:	WordPress, HTML, PHP
	Database Administration:	MySQL Workbench, SSH Shell
	Microsoft:	Windows, Office, IE, Dynamics CRM
	Languages:	Spanish (Fluent), Italian (Conversational)

Education:	Temple University, Fox School of Business	Philadelphia, PA
	Bachelor of Business Administration	Graduation: December 2014
	Management of Information Systems/Entrepreneurship	GPA: 3.0/4.0

Courses: Integrative Business Applications, Data-Centric Application Development, Digital Design & Innovation, Honors Business Communications, Enterprise IT Architecture, Data Analytics, Lead Global Digital Projects

Activities: Association for Management Information Systems, Spring 2013 – present
NewShoes Marketing Business Simulation, 1st Place out of 300+ students, Spring 2011

Marketing Committee, Entrepreneurial Students Association, 2010 – 2012

Brother, Kappa Delta Rho Fraternity, Xi Alpha Chapter, 2010