ELIJAH WARD

(267) 642 - 3551 | elijah.ward@temple.edu

EDUCATION

Temple University | Fox School of Business   **Philadelphia, PA**
Bachelor of Business Administration: Management Information Systems   **Expected Graduation:** May 2025

PROFESSIONAL EXPERIENCE

Rivers Casino Philadelphia | *Information Technology Intern* | Philadelphia, PA   May 2023 - Present
- Provide first-line technical support across more than 10 departments, resolving hardware and software issues promptly
- Assist in managing data storage, backups, and recovery processes to ensure data integrity and confidentiality
- Collaborate with the IT team and other departments on various projects, including IT infrastructure upgrades, multiple restaurant openings, and the launch of a new hotel
- Document and update IT procedures and knowledge base documents to enhance team efficiency

Black Rock Fire Company | *Firefighter / Fire Police Officer* | Phoenixville, PA   February 2019 - Present
- ProBoard certified entry-level interior firefighter on the national level
- Committee chair of the Unmanned Aerial Vehicle (UAV) program, overseeing the licensing of remote pilots for the team and acting as the intermediary between the fire company and the township's emergency management department
- Protecting a community of over 25,000 people by providing high-level medical, fire, and rescue services ensuring the safety and protection of life and property

PROJECTS

API Development | *Pennsylvania Turnpike Commission Toll Calculator*   September 2023 – December 2023
- Utilized JavaScript for building the front end, ensuring a responsive and user-friendly interface, and integrated multiple APIs to facilitate effective data communication and management
- Developed a high-availability system with enhanced security, using redundant, geographically distributed servers and automatic failover features to ensure continuous, secure operation

Hardware Refresh | *Rivers Casino Philadelphia*   May 2023 – July 2023
- Coordinated with multiple departments to execute a smooth multi-phase hardware refresh of 65 PCs, resulting in a significant reduction in unplanned system downtime and an estimated 20% increase in departmental efficiency
- Implemented a comprehensive testing strategy, identifying and proactively addressing potential hardware and software issues, thereby minimizing disruptions to the daily 24-hour operations
- Collaborated with vendors to procure and deploy state-of-the-art hardware, optimizing overall system performance and reliability

AFFILIATIONS & SKILLS

Skills: *HTML, JavaScript, CSS, SQL, NoSQL, Database Management, Active Directory, VMWare, PowerShell Scripting, Adaptability, Effective Leadership, Project Management, Adobe Creative Cloud, Microsoft Office Suite, Data Analysis*