

August 11, 2014

Information Technology Services  
PO Box 5100  
Flagstaff, AZ 86001

Seymour Joseph:

Please accept my application for the position of End User Computing Specialist. I am skilled in communication, am a quick learner, and have a keen eye for systems and relationships between parts and tasks in a system.

While working on my degree, I took various business and information systems courses. The coursework both in the College of Business and around the university around the university taught me to examine systems and business processes to document, digitize, or streamline them; and to understand managing projects and the relationships between resources and tasks in a job or project.

From May 2008 to May 2011, I worked in a senior capacity at the Student Technology Center, which entailed working with tickets that were escalated due to access to resources or complexity. This position, although wasn't a directly supervisory role, also expected leadership in training, acting as a liaison between student employees (especially those working evening and weekend shifts) and full-time staff members, and assisting with scheduling conflicts, such as by finding team members able to pick up shifts or take on-site appointments. In this position, I also led formal training sessions at the beginning of each semester, and helped established processes to maintain daily inventory of customer-owned computers as well as yearly inventory of university property.

At Kingman High School, I deployed a complete end-to-end computing environment for the use of the school's photography program. The lab was small, consisting of a single server running Mac OS X Server and approximately twenty workstations, both desktops and laptops with a mix of Ethernet and wireless connectivity, but it involved several concepts that get used in larger networks. After building the server and deploying and configuring the client computers, I wrote training and documentation information for the system, for use by the instructor and future aides.

My combination of an emphasis on customer service and familiarity with the NAU community make me an ideal candidate for this position. I look forward to further discussing my qualifications with you, and am available any time for an interview.

Best regards,

Cory Wiegersma

<b>Summary of Qualifications</b>	Motivated information systems professional focused on excellent customer service with experience in project management and team leadership, problem solving, virtual and cloud computing, teamwork, collaboration, and communication.	
<b>Education</b>	Bachelor of Science in Business Administration Northern Arizona University. Flagstaff, Arizona. Major: Computer Information Systems GPA: 3.7	May 2012
	<ul style="list-style-type: none"><li>• Oracle Database administration course</li><li>• C# and ASP.Net Windows Forms and Web programming courses for creating data driven applications hosted on IIS</li><li>• Windows and UNIX infrastructure course</li><li>• Desktop and infrastructure security course</li></ul>	
<b>Work History</b>	Help Desk Support Services Specialist Northern Arizona University Solution Center Flagstaff, Arizona	2011
	<ul style="list-style-type: none"><li>• Provide campus faculty and staff with highest levels of customer support for technology questions over the phone, by e-mail, and with some in-person interaction</li><li>• Work with customers of all technical skill levels</li><li>• Support PC and Macintosh desktop software, email and calendaring, networking, mobile phones and tablets</li><li>• Supporting other NAU software packages</li><li>• Collect and distribute information about current problems and solution information about desktop and collaboration software, procedure changes, and systems status</li><li>• Maintain Solution Center knowledge base information and assist with design and management of Solution Center SharePoint page</li><li>• Work with callers and on tickets to help determine appropriate permissions for resources such as shared mailboxes, file shares and SharePoint sites using Active Directory and LDAP</li><li>• Consult with clients regarding NAU ITS technical resources to determine the right tool for given business needs, and assist provisioning or coordinate with other ITS teams to provision the tool or service</li><li>• Assist SharePoint site users with SharePoint site access and functionality</li><li>• Manage and prioritize handling of walk-in support clients, phone callers, e-mails and customer submitted support tickets</li><li>• Assist with installation and configuration of Sophos Anti-Virus on domain and non-domain Windows computers and Macintoshes</li><li>• Consult with faculty, staff, and campus IT liaisons about desktop security issues, provide advice about security software, configure virus and malware scans, and refer issues to IT liaisons and other ITS teams as necessary</li><li>• Managing DNS and DHCP records and TCP/IP settings for campus computer systems</li></ul>	

- Assist with configuration and connection to VPN server to remotely access LAN resources such as file shares and secure services such as financial system
- Assist with connections to both Ethernet and wireless networks

Student Computing Assistant Senior 2007-2011  
Northern Arizona University Student Technology Center  
Flagstaff, Arizona

- Successfully completed 17,000 support contacts with diverse population of students and faculty on campus and around the world
- Worked one year of overnight shifts which involved the additional responsibilities of managing security of the South Learning Resource Center facilities and operating and maintaining printers
- Documented work performed during contacts with students and created work requests using the SOS ticketing system
- Troubleshoot and support personal computers and university systems for students via phone and in person
- Provide support to users experiencing stressful and emotional situations, calmly resolving issues
- Promoted to Student Computing Assistant Senior in May 2008
- Act as a liaison and communicate support trends between tier 1 and tier 2 support personnel
- Assisted in managing scheduling issues with other student employees
- Aid and train team members with advanced support issues
- Research technical issues within the scope of the Student Technology Center and distribute solutions to other staff
- Assist with yearly training workshop for Student Technology Center staff, including presenting some training sessions

## Volunteer Work

Municipal Liaison for National Novel Writing Month Fall 2009 to present  
Flagstaff, Arizona

- Organized meetings of community members participating in an international web-based novel-writing competition
- The competition involves writing a 50,000 word piece of fiction in a 30-day period and requires the ability to manage and prioritize multiple tasks and projects during the month
- The competition is held by the Office of Letters and Light and is one of events and programs OLL runs to promote literacy and creativity

Kingman High School Photography Computer Lab Network. Summers  
Kingman, Arizona 2008/2007

- Installed Mac OS X Server for file, print, and directory services
- Created and deployed lab image for Macintosh computers
- Used Mac OS X Server and Apple Remote Desktop to deploy software updates, new software packages, and configuration changes to client systems
- Trained the instructor and student aid for required maintenance and operation tasks
- Managed various aspects of the project to ensure that all work was done in a timely manner

## Skills

- Working knowledge of Northern Arizona University resources for students, faculty, and staff; both technical and nontechnical

- Excellent verbal and written communication skills, including communication with international students and faculty, and those learning English as a second language
- Working and learning in a multicultural environment

## Technical Skills

- Knowledge management tools
  - Confluence Wiki
  - Student Technology Center knowledge base
  - SharePoint
- Troubleshooting and operating most modern operating systems:
  - Solaris 10 & OpenSolaris
  - Linux distributions such as Ubuntu, Debian, and Fedora
  - All modern versions of Windows: Vista, 7, 8/8.1
  - All current versions of Mac OS X: 10.7, 8, 9
  - Installing Windows versions on Macintosh hardware using Apple's Boot Camp utility
- Networking Windows and Macintosh desktop and server computers
- Supporting desktop productivity tools
  - Microsoft Office: 2010, 2011, 2013
  - Access, Visio, and Project 2010 and 2013
  - Google Apps for Education
  - Adobe Creative Suite CS4, CS5, CS6
  - SharePoint Designer 2007, 2010
- Tools in use by NAU for courses, collaboration, and administration
  - Elluminate and Blackboard Collaborate
  - Blackboard Learn content collections for file transfers
  - Google Apps for Education
  - Peoplesoft system for time sheet entry and student functions
  - Microsoft SharePoint
  - Microsoft Exchange for email and calendaring
  - Microsoft Lync and Enterprise Voice
- Basic enterprise networking knowledge including OpenDirectory and Active Directory on Macintosh and Windows computers
  - Active Directory Console and Active Directory Administrative Center
  - Viewing and interpreting Windows reporting services reports
  - Using graphical Microsoft Exchange management console
  - Use of PowerShell to view and manage Active Directory groups
  - Using Windows Server Update Services to distribute software updates to Windows desktops and servers
- Desktop and server virtualization technologies
  - Hyper-V on Windows 8/8.1 and Windows Server 2008 R2, and 2012.
  - VMWare Workstation, and Player on Windows desktops
  - VMWare Fusion on Macintosh desktops

- VMWare ESX on server platforms
- Managing web applications
  - MediaWiki, WordPress on public web sites
  - KnowledgeBase Manager Pro for the Solution Center knowledge base
  - Using Linux/UNIX commands on remote systems to manage web application software
  - Managing MySQL databases