



RYAN HATCH

INFORMATION SCIENCES &
TECHNOLOGY

 Atlanta, GA

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 <http://github.com/ryanshatch>

TECHNICAL SKILLS

Languages:

Python, C++, Java, HTML, CSS,
JavaScript, Pine, SQL, PHP

Database Management:

MySQL, Microsoft SQL Server, Oracle

Operating Systems:

Microsoft Windows (Vista, 7, 8, 10),
Linux, Mac, Raspbian OS,
Apple IOS, Android

Applications:

Microsoft Office Suite, Microsoft Visual
Studio, Oracle HelpDesk, EclipseIDE,
PyCharm, Flask, Maven, Docker

EDUCATION

B.S. Computer Science w/ concentration in security ++

Southern New Hampshire University | SNHU | May 2020

- Integration & Application Specialization
- Major GPA: 3.56/4; Cumulative GPA: 3.47/4.0
- Study Abroad - Belo Horizonte, Brazil (Summer 2022)

RELEVANT COURSEWORK

Application Development

Discrete Math

Digital Entrepreneurship

Networking

Data Organization

Intro to Programming

EXPERIENCE

Technology Assistant

Penn State Student Helpdesk | University Park, PA | Sep 2022 - Present

Perform troubleshooting and repair of university-issued laptops during walk-in appointments. Typically work with 15-20 students per shift.

- Review issues with hardware and software, applying IT coursework and training towards finding a suitable solution.
- Use customer service skills when interacting with students in order to collect background information and identify the cause more quickly.
- Assist students with applying software updates and backing up essential files, and stay apprised of new changes or updates to Windows, Office, and anti-virus software.
- Use online ticketing system to open and manage tickets, notifying users when the status of their issue has changed.

Crew Member

The Coffee Cooperative | Allentown, PA | May 2022 - Sep 2022

Served as first point of contact for cafe customers by taking orders and answering menu/ingredient questions. Also provided back-end support by taking initiative to update and manage company's website.

- Updated areas of company website to offer mobile compatibility and eliminate account security issues.
- Expanded online store to accept PayPal and Google Wallet payments, increasing revenues and sales for online orders.