

# Sample Student- CIS

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## EDUCATION

**Fitchburg State University**, Fitchburg, MA  
Bachelor of Science in Computer Information Systems  
Cumulative GPA: 3.5

May 2025

## SKILLS

**Programming languages:** Java, Python, SQL, and JavaScript

**Database management:** SQL, MySQL, and Oracle

**Software development methodologies:** Agile and Scrum

**Web development frameworks:** Django, Flask, and React.

## WORK EXPERIENCE

**Fitchburg State University**, Fitchburg MA

IT Help Desk Assistant

September 2022- Present

- Assist IT team in providing technical support to employees and students, troubleshooting hardware and software issues, and resolving technical problems in a timely manner
- Install, configure, and maintain computer systems, software applications, and peripheral devices, ensuring compatibility and functionality
- Assist in the implementation of IT projects, including software upgrades, system migrations, and network infrastructure improvements
- Document technical procedures, system configurations, and support tickets to maintain accurate records and facilitate knowledge sharing

## PROJECT EXPERIENCE

**Fitchburg State University**, Fitchburg, MA

*Systems Design*

Spring 2024

- Led a team in designing and implementing a computer systems project as part of a course assignment, demonstrating strong project management and leadership skills
- Implemented software components and modules according to design specifications, following best practices for code quality, reliability, and maintainability
- Conducted thorough testing and debugging of the system to identify and resolve software defects and ensure optimal performance and functionality
- Incorporated user feedback and iterative design processes to refine system features and enhance user experience

*Local Area Networks*

Fall 2023

- Collaborated with team members to analyze network requirements, define system specifications, and develop a comprehensive design plan for the LAN
- Utilized network design tools and methodologies, such as network diagrams and subnetting, to document LAN architecture and connectivity requirements
- Configured network devices, including routers, switches, and access points, to establish connectivity and ensure proper network operation
- Implemented network security measures, such as firewalls, VPNs, and access control lists (ACLs), to protect against unauthorized access and data breaches