Casey Rock

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Skills & Languages

Languages: HTML5, CSS3, JavaScript, JQuery, PHP, SQL, C#, Java, C++, PowerShell, Python

Skills: Object-Oriented Programming, Git, Agile, Postman, Wordpress, Drupal, MongoDB, API, WAMP/LAMP, JSON, AWS, Bomgar, Slack, Microsoft Office, Google Suite, ITIL, Jamstack

Education

Harvard Extension School   2016 - 2020
Master of Liberal Arts, Information Management Systems   3.87 GPA
- Coursework: C++, Azure, Node.js, Javascript, Information Systems Management, C#, Website Planning, Web Development
- Earned a Web Technologies professional certificate in addition to degree

University of Vermont   2008 - 2012
Bachelor of Arts, Computer Science   3.22 GPA
- Coursework: Programming Languages, Operating Systems, Java, Data Structures, Algorithms, Computation Theory

Work Experience

IT Professional - University of Vermont   April 2022 - Present
- Provide continuous technical and functional support to the Office of Research Administration
- Provide ongoing technical support, maintenance, problem resolution, data quality control, and implementation of new functionality across all modules of UVM's research administration software
- Collaborate and cooperate with research administration software vendor, other University technical teams, and the university user community

Senior Client Services Representative - Harvard Medical School   2015 - 2022
- Troubleshoot Tier 2 hardware and software issues, communicating with clients of all technical skill levels and meeting deadlines in high-pressure environments on the phone, in person, and using remote technologies
- Plan and execute Countway Library-specific projects including public workstation replacement and configuration using PowerShell, public laptop update schedule implementation, and staff security software rollout
- Senior CSR responsibilities include knowledge sharing and training in addition to other duties

Technology Support Lead - University of Vermont   2013 - 2015
- Troubleshoot Tier 2 hardware and software issues
- Work with vendors to order and configure hardware, completing projects on time and under budget
- Assist Supervisor with Active Directory group management

Enterprise Technology Services Technician - University of Vermont   2009 - 2012
- Perform Tier 1 hardware and software troubleshooting and problem solving
- Lead Technician (2011 - 2012) responsibilities include training of new techs in addition to other duties

Projects

Master's Degree Capstone - "Clippy 2.0"
- File management and governance solution that organizes disparate storage systems (Dropbox, Google Drive)
- Worked with a team of 4 to write executive summary, business justification, tech stack, and implementation plan, and presented to other capstone teams