

Harrison Bolin

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SKILLS:

Web Development: HTML5, CSS3, JavaScript, PHP, Bootstrap 4, Wordpress

Software Development: C++, cloud repositories, SAFe/Agile trained

Design and Media: Adobe Creative Suite, social media marketing, video production

Communication: Technical newswriting, copywriting, customer phone support

EDUCATION:

Bachelors of Technology, Arts, and Media
Associates of General Studies

University of Colorado Boulder (2017-2021)
Pikes Peak Community College (2015-2017)

WORK EXPERIENCE:

IT Support Level 2 (September 2016 – June 2017)

Compassion International, Colorado Springs, CO

- Responsible for the support of over 200 desktop computers and virtual machines through phone, email, and in-person incident resolution.
- Engaged with 3rd party technical experts to solve complex technical problems.
- Implemented a software solution in coordination with a cross-departmental Agile team that was critical to rolling out new enterprise wide solutions.
- Assisted in de-bugging a key update to the call center communications system to resolve a high priority outage.

Student IT and Media Assistant (September 2017 – May 2018)

University of Colorado Boulder, Boulder CO

- Tasked with re-designing existing ecology department website to improve engagement.
- Responsible for filming, editing, and producing weekly seminar videos in Adobe Creative Suite.
- Created a plan for future social media and marketing strategies.
- Assisted with troubleshooting general IT incidents, in addition to miscellaneous server, networking, printing, and hardware issues.
- Researched possible upgrades and software changes to make the department more effective.

IT Customer Support Intern (May 2018 – August 2018)

Compassion International, Colorado Springs CO

- Worked to resolve customer pain points by going through the Design Thinking Process and developing solutions to address important needs.
- Assigned to provide technical support and problem solution for internal customers using project management and ticketing software.
- Processed inbound technical support calls and walkups.

Professional Portfolio:

You can find my professional writing and web development work at: harrisonbolin.com