Devin Richards | IT Consultant

devin-richards.com   devin.a.rich@gmail.com   linkedin.com/in/devin-rich   Leavenworth, Kansas

Summary

I am an information technology (IT) consultant with experience in help desk support, remote support, and troubleshooting. Proficient in utilizing a remote access tool like BeyondTrust, GlobalProtect VPN for secure connections, and Zoom for video communication. Skilled in managing support tickets using TeamDynamix and collaborating with teammates over Microsoft Teams. Committed to providing effective solutions to ensure great customer service quality.

Education

Kansas State University (KSU) – Manhattan, Kansas   Graduated – MAY 2024

Bachelor of Science in Computer Science   **Cumulative GPA – 3.178**

Work Experience

Information Technology (IT) Consultant, *K-State IT Service Desk*   SEPT 2022 – MAY 2024

- Troubleshooted & resolved over 475 requests contributing to 90% good overall customer satisfaction.
- Collaborated with more than 5 separate IT specialist teams at least twice a week to solve complex issues.
- Provided support in training over 10 trainees resulting in 80% of them feeling prepared for their role.

Teaching Assistant (TA), *K-State College of Engineering*   AUG 2021 – MAY 2024

- Supported 5 professors and 8 other TAs in preparing over 850 students for learning engineering at KSU.
- Mentored approx. 50 students in properly creating their design reports, 80% of them scored above 85%.
- Supervised 3 design expos for 6th graders to learn about STEM w/ design projects, 90% of them had fun.
- Developed introductory Python coursework for 268 students of which 75% had scored above an 80%.

Technical Skills

Skill:	C#	C	Python	Git	React	JavaScript	PostgreSQL
Exp.:	3 years	2 years	1 year	3 years	1 year	1 year	1 year

Projects

- Created my portfolio website using Next.js, TypeScript, Tailwind CSS, and Node.js   SEPT 2024
- Collaborated w/ 3 peers to develop a contest mgmt. site for 375 Kansas high schools   MAY 2024
- Designed a network for a fictional business w/ 4 virtual machines & 2 cloud computers   DEC 2023
- Submitted over 100 Slurm jobs to KSU supercomputer to learn about multiprocessing.   NOV 2023
- Participated in 3 separate 40-hour game jams, designed a game that won best art award.   MAR 2022
- Competed in a 36-hour hackathon w/ a team of 3 winning 2nd place & 2 other awards.   OCT 2022