AIDAN MORSE

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PROFILE SUMMARY

Experienced in IT and Service Management, with proficiency in Cyber Security and Ticket Management. I'm actively seeking an IT internship to leverage my skills in a professional setting and gain additional experience.

EDUCATION

MICHIGAN TECH UNIVERSITY   2023-Pres

Major GPA 3.59

Major in Information Technology

Minor in Cyber Security

PROFESSIONAL EXPERIENCE

Service Management and Help Desk   2023-PRESENT

Michigan Tech IT

Specialize in remote software installation, hardware discovery, and efficient ticket handling and management.

Collaborate across divisions to ensure system stability and effective software deployment. Also trained new service management employees

Maintenance Technician   2023-2023

Jiffy Lube

Performed routine maintenance, including oil changes and tire rotations. Teaching valuable teamwork and technical skills

CERTIFICATIONS

Microsoft Office Specialist - Associate (Office 2019)

Microsoft Word (Office 2019)

Microsoft Excel (Office 2019)

Microsoft PowerPoint (Office 2019)

Projects

Image Intensifier Simulation Suite

Developed a Bare-Bones Image intensifier Simulator that takes user inputs (SN/R and Resolution) and renders an image

Advanced EBay API Integration

Developed a simple EBay search "bot" to take in search queries and output results without the actual site needed, improving user experience.

SKILLS

Technical: Service Management, Microsoft Office Suite, Cyber Security, Ticket Management, Software Deployments

Professional: Effective Communication, Leadership