

Nicolaus D. Lopez

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WORK EXPERIENCE

Florida State University CCI Help Desk, Tallahassee, FL

January 2016 – Present

Technical Support Specialist

- Support approximately 100 students, faculty, and staff in College of Communication & Information per month
- Diagnose software and hardware issues that occur including Outlook, Printer Setup, and Common Troubleshooting
- Image new computers and reimage old computers with a standard build
- Provide exceptional customer support when dealing with staff members computers
- Work with fellow co-workers to problem solve any issue brought to us

FITC Alliance, Tallahassee, FL

April 2015 – Present

FSU Outreach Coordinator

- Help over 5000 students per year students understand the basics of Information Technology
- Invoke real world application of what we teach students including College Preparedness and Digital Footprint
- Experiment with new technology like 3D Printers and Raspberry Pis to understand the educational aspect
- Discuss different ways to help minorities understand the importance of IT

Children's Campaign, Tallahassee, FL

August 2015 – August 2016

System Administrator Protégé

- Maintained office network, servers, and VOIP phone system
- Organized files on the server and maintained software updates around office
- Added and oriented 20 new interns to the network
- Offered new ideas to improve the network and upon approval implemented new improvements

COLLEGE MEMBERSHIPS

S.T.A.R.S Alliance, Tallahassee, FL

May 2015 – Present

Alliance Member

- Provide outreach to Middle and High Schools
- Visit companies to recruit back to Tallahassee during job recruiting season
- Taught leadership exercises and led a team at the Florida TSA conference
- Represented and presented research at the STARS National Conference

Transfers Helping Transfers (T.H.T.), Tallahassee, FL

January 2016 – Present

President

- Work with other on campus organizations to promote student engagement through networking, social events and service
- Host events ranging from General Body Meetings to social FSU Reservation visits
- Provide mentorship to approximately 30 transfer students per year

EDUCATION

Florida State University

May 2017 (*expected*)

Bachelor of Science, Information Technology

GPA: 3.7

TECHNICAL SKILLS

- Microsoft Office Suite
- Java
- HTML 5
- Python
- CSS