

Trace Cooke

<https://www.linkedin.com/in/tracecooke/>

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Education

University of North Carolina Wilmington

May 2021

Bachelor of Science, Information Technology

Completed Minors in Computer Science and Digital Arts

University of Auckland, New Zealand

June – July 2018

Relevant Coursework:

- Database Management (MS Access)
- Platform Technologies (Linux & PowerShell)
- Object Oriented Programming (Java & Python)
- Website Development (HTML, CSS, JavaScript)

Skills

Excellent written and verbal communication
Technology, business & design background
Strong organizational and planning skills
Leader in professional environments

Expertise in Office 365 and Adobe Creative Cloud
PowerShell, JavaScript, HTML, & CSS experience
Specialization in research and troubleshooting
Intelligent and considerate disposition

Experience

Team Lead

January 2018 - Present

UNCW Technology Assistance Center

- Coordinate with various departments across UNCW Information Technology Services to resolve issues, organize training sessions, and facilitate communication
- assisting with hiring, promotion of the service, conducting training for new hires
- Generate monthly summary reports in Excel using Bomgar, TeamDynamix and customer feedback reports to help develop and implement changes for the improvement of TAC services
- Lead the TAC team by representing the student employees in meetings, managing/assisting current employees, and reviewing support tickets for quality control

Residential Networking

January 2019 - Present

UNCW Technology Assistance Center

- Perform tier 2 troubleshooting at student residential housing, evaluating networking setups before elevating issues to tier 3 networking support
- Coordinate with the UNCW Networking team to assist with immediate issues, utilizing troubleshooting resources to determine the source of issues

Student Fellowship

January – April 2020

UNCW Digital Makerspace

- Facilitate and design training for Student Assistant new hires, creation of guides for the operation of the space
- Manage a consistent queue of incoming 3D prints, perform troubleshooting and repairs on printers
- Design advertising materials and teach software training courses for the Adobe Creative Cloud suite

Freelance Editor

June - August 2019

Golden Corral

- Assist Golden Corral Headquarters with the development of their Digital Asset Management system by organizing, uploading, renaming, and editing branding and promotional content