

Keith Reis

570-772-1874 | kcodeswebsite@gmail.com | 3462 Kearney Rd - Brockway, PA

Portfolio Website: www.kcodes.me

EDUCATION

Pennsylvania Western University

Bachelor of Science in Computer Science

Clarion, PA

May 2023

WORK EXPERIENCE

Microcomputer Associate

Penn Highlands Healthcare

July 2023 – August 2024

DuBois, PA

- Provided technical support to over 7,000+ end-users ranging over 9 hospital locations and over 150+ external patient care facilities.
- Conducted troubleshooting sessions to identify and resolve a large variety of hardware and software issues.
- Collaborated with cross-functional teams and external vendors to ensure a smooth flow of information and technical support
- Created and maintained training documentation for both fellow IT personnel and end-users
- Managed Active Directory user accounts for all employees, ensuring accurate and secure access.

NOTABLE PROJECTS

Unity Card Game

January 2023 - May 2023

- Oversaw our development team as the acting Project Manager, in charge of: documentation, bug-tracking/QA, delegating tasks, resource allocation, etc.
- Utilized the Unity3D engine, C# as our scripting language, and adhered to OOP methodology for our coding architecture
- Maintained daily work logs that detailed development progress
- Met with and communicated to our client on a regular basis - providing progress updates, assessing requirements, discussing project scope, etc.
- Experienced working through all steps of the SDLC

Server-Side Website

January 2023 - May 2023

- Developed a music-themed website which curates a wide variety of songs and music videos for users to discover using a combination of HTML, CSS, JS, PHP, and SQL
- Designed, built, and maintained a MySQL database to store and retrieve varying sets of song data
- Implemented an 'Admin Page' that allows site developers to manage files, send mass emails to registered site users, and access site security details.

PROFESSIONAL SKILLS

Technical Proficiency: Troubleshooting Methodologies, Help Desk Support, System Administration, Hardware Maintenance, Operating Systems, Virtualization, System Imaging, Technical Documentation, Networking

Software Knowledge: Active Directory, Ivanti, MS Office Suite, Exchange Admin Center, Dameware/RDP Tools, Kerisys, C-Cure, Webex, VMWare, Microsoft Azure

Customer Service: Exceptional interpersonal and communication skills

Security Awareness: Familiarity with cybersecurity best practices and attack prevention

Programming Languages: HTML/CSS, JS, PHP, C#, C++, SQL

AFFILIATIONS

TechFloor Club

September 2020 – May 2023

Math Club

March 2019 – May 2023