

# Jonathan M. Eddy

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**Experience** Youngstown State University – Youngstown, Ohio  
July 2011 - present

**Student Software Assistant 2 - Media and Academic Computing Classroom & Technical Support**

- Maintain over 240 machines in the Lincoln Building at Youngstown State University
- Maintain all Multimedia Classrooms in the Lincoln Building which include LCD monitors projectors, audio and video controllers, document cameras, and network connectivity
- Undertake projects such as an initial build of the campus Windows 7 core image
- Provide direct (Tier 1 and Tier 2) assistance to 55 Mathematics and Statistics professors and graduate assistants in office, classroom, and lab settings
- Responsible for training four student employees of the same position for CTS
- Assist with technology purchasing decisions for the Mathematics and Statistics Department

Youngstown State University – Youngstown, Ohio  
October 2010 - April 2012

**Webmaster - College of Science, Technology, Engineering, and Mathematics (STEM)**

- Maintain and add site content for over 600 pages under the <http://stem.yzu.edu> domain, as well as other sub-sites such as the PhD in Materials Science and Engineering site at [www.yzu.edu/STEM/phd](http://www.yzu.edu/STEM/phd)
- Suggest, design and implement site modifications

IGA – Canfield, Ohio  
June 2006 - present

**Stock Clerk**

- Accommodate customer needs by answering product questions and making recommendations, fetching items, bagging groceries, and assisting customers to their cars
- Maintain the appearance of the store by breaking down and stocking truck shipments, keeping shelves fronted and full, and determining new items to tag in

**Education** Youngstown State University  
August 2008 - present (2012 Bachelor of Science in Applied Science with Honors Candidate)

**Major:** Computer Information Systems      **Minor:** Loss Prevention and Asset Protection

**Awards:** Dean's List, Fall 2008, 2009, 2010, 2011 and Spring 2009, 2010, 2011

**Major GPA:** 4.00 (3.90 overall)

**Certifications** Apple Certified Associate, Mac Integration Basics 10.7  
Apple Certified Support Professional & Technical Coordinator, Mac OS X 10.6

**Skills** OS X, Windows, Unix and Linux, including dual-boot environments  
Server configuration and policy management for Windows and OS X  
Local Area Network management      Shell scripting      HTML / CSS  
Cisco IOS      Adobe Creative Suite      Oracle SQL  
Symantec Ghost imaging      AutoCAD (2D and 3D)      COBOL

**Volunteering** City of Canfield Parks and Recreation – clean-up and planting

**Organizations** Association for Computing Machinery – Youngstown State University Chapter  
Collegiate Cyber Defense Competition – Youngstown State University  
Phi Kappa Phi – Chapter 143, Youngstown State University