

## **Devin Heaps**

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### **Objective**

Seeking full time network administration position.

### **Education**

University of Utah, Salt Lake City, UT.

- Graduated with a Bachelor of Arts degree in May 2005.
  - Majored in Classics.

University of Phoenix, Taylorsville, UT.

- Enrolled in the Masters of Business Administration, Technology Management program.
  - Will graduate in October 2009.

United States Army, Vehicle Mechanic School, Fort Jackson SC.

- Completed Army Mechanic Training in November 1998.

### **Work Experience**

- Computer Technician at Utah Traffic Lab; September 2007- Present.
- Engineering Intern at Applied Geotechnical Engineering Consultants; June 2007- September 2007.
- Health Unit Coordinator at University of Utah Hospitals and Clinics; January 2007- June 2007.
- Training Team Lead for Digital Draw Network; September 2005- December 2006.
- Youth Counselor at the Adolescent Residential Treatment and Education Center (ARTEC) for Valley Mental Health; May 2005- March 2006.
- Senior Account Manager at Discover Financial Services, Customer Service and Banking; April 2004- May 2005.
- Customer Service and Sales Representative at Tabula Rasa Fine Stationary; April 2003- April 2004.
- Vehicle Mechanic for the Army National Guard; November 1997- January 2003.

### **Leadership Experience**

- President of the Classics Honor Society (ETA SIGMA PHI); August 2004- May 2005.
- Chairman of the Student Advisory Committee (SAC) for the Classics Department; August 2004- May 2005.
- Internship for Hinckley Institute of Politics. Also participated in seminar involving all Utah Senators and Representatives; May- June 2002. .
- Student Body President for Valley High School, Hazelton, ID; August 1997- May 1998.
- Page in Idaho State Legislature; January- March 1998.
- American Legion Boys State Representative; May- June 1997.

### **Other Competencies**

- I have three years of Information Technology related technical support experience.
- I have maintained a multi-platform domain network of over 55 computers and seven servers including domain creation and promotion, Organizational Unit creation and testing, and microsimulation hardware and software support.
- As a Trainer at Digital Draw Network, I was responsible for teaching employees computer basic skills. I was also responsible for troubleshooting and resolving client network or PC problems.
- Responsibilities have included extensive use of Microsoft Excel Spreadsheet design and modification.
- Placed on the Deans list for maintaining a 3.5 GPA or higher.
- Computer proficiency in the following:
  - AutoCAD, Microsoft Office, Remote Desktop, Microsoft Windows Server, Active Directory, Macintosh OS X.5 and a multitude of Apple Inc. specific applications.