

# SAMUEL THOMAS HADDAD

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## EXPERIENCE

Rochester Institute of Technology October 2006- Present  
*ITS Desktop Support Representative*

- Managed computer in an Active Directory environment.
- Integrated clients' systems with supported RIT systems and servers.
- Demonstrated the ability to work independently with minimal supervision or with a team.
- Managed multiple tasks and projects effectively.
- Prioritized important tasks.
- Maintained a professional and personable customer service manner while working with clients.

SamPlusPlus.com January 2003-Present  
*Freelance IT Consultant*

- Performed troubleshooting on site, as well as remotely through phone or desktop management software.
- Worked effectively one-on-one with clients to achieve the desired results.
- Created Multimedia: Web Design, Graphic Design with over 6 years of HTML experience, writing W3C valid HTML, XHTML and CSS, both in UNIX and Windows environments.
- Proficient knowledge of PHP, MySQL, JavaScript, and XML
- Strong knowledge of tools such as, Dreamweaver, phpMyAdmin, Adobe Photoshop, Visual Studio.
- Created custom applications using JAVA , C#, and Visual Basic .NET

Analog Devices Inc Co-Op March 2008-August 2008  
*Desktop Support Representative*

- Assisted in supervision of over 3000 computers in the Cambridge facility.
- Managed Active Directory environment.
- Coordinated with vendors to perform onsite service.
- Performed various maintenance operations while being exposed to class 1000 clean room atmospheres.
- Worked independently with little to no supervision.

## EDUCATION

*Rochester Institute of Technology, Rochester NY* 2006- 2011

- Pursuing Bachelor of Science Degree in Information Technology.
- Concentration in Web Development.
- Minor in Criminal Justice.
- Major GPA: 3.733.

### Awards

- Dean's List: Awarded to students who maintain a GPA of 3.4 or higher on a quarterly basis.
- Imagine Cup 2007 programming competition: Semi Finalist Competed April 7, 2007 at Harvard in Boston, MA in the regional portion of the competition. This competition is run by Microsoft where contestants use the .NET framework to compete.

*St. John's High School, Shrewsbury MA* 2002- 2006