

Constance L. Chasteen

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Objective: Course Reviewer

- Graduate of UMASS Kennedy College of Sciences in the MSIT program.
- Strong experiential and academic background in IT combined with experience building and maintaining Web sites and with customer support in reference to hardware and software issues.
- Consistently recognized for technical troubleshooting skills used to rapidly and cost-effectively resolve challenging technical issues.
- Quickly learn and master new technology; equally successful in both team and self-directed settings; and proficient in a range of computer systems, languages, tools and testing methodologies.

Education

Master of Science – May 2017

UMASS – Lowell, MA

Major: Information Technology • GPA: 3.975/4.0

Bachelor of Science –December 2013

Saint Mary-of-the-Woods College – Saint Mary-of-the-Woods, IN

Major: Computer Information Systems • GPA: 4.0/4.0

Associate of Science - December 2011

Ivy Tech Community College – Richmond, IN

Major: Computer Information Systems • GPA: 4.0/4.0

Related Experience

Full-Time Faculty in School of Computing & Informatics (01/2017 to Present)

Ivy Tech Community College – Columbus, IN

- Teaching various computer related courses – ITSP135, ITSP136, INFM109, SDEV153, NETI100, & SDEV120
- Communicating to students real-life experience from working full-time in the IT support field since 2009
- Continuing to advance my IT knowledge through certifications and training to stay up-to-date in the field
- Working with students to aid them in their academic pursuits
- Mentoring/updating classes
- Participating in campus committees

IT Manager (04/2015 to 12/23/2016)

Fayette County National Bank – Fayetteville, WV

- E-banking customer support
- In-house IT support
- Website modification, maintenance & graphic creation

- Composition of IT policy, procedure and network monitoring reports
- Monitoring of all servers and network devices using GFI EventsManager, ManageEngine Events Analyzer, EZ Audit and GFI LanGuard software
- Windows server management including application support and implementation of batch scripts for task scheduling/maintenance.
- Active Directory management including adding, deleting and modifying accounts.

IT Operations Analyst (04/2014 to 03/2015)

Lumos Networks – Waynesboro, VA

- Technical documentation of all business and IT-related applications and server implementations in their telecommunication stack.
- Monitoring of all servers and application functionality using ManageEngine's Applications Manager, including configuration of thresholds and alarm notifications.
- Windows server management including application support and implementation of batch scripts for task scheduling/maintenance.

Owner/Technician/Designer, (3/2012 to Present)

Windriven Web Services LLC – Mount Nebo, WV

- Provide Web design and technical support to individual consumers, start-ups and small businesses.
- Maintenance/configuration of SOHO networks.
- Build and maintain Web sites for clientele.
- Removal of computer viruses, adware, malware, spyware, etc.
- Troubleshoot, diagnose & repair hardware & software anomalies

Internship, (8/2012 to 12/2012)

Summersville Regional Medical Center – Summersville, WV

- Design and development of a hospital-wide Intranet site using WordPress CMS.
- Implemented Intranet site on Windows Server 2003.
- Compiled documentation and trained staff on usage.

Church Media Administrator/Web Designer (2009 to Present)

New Life Assembly of God, Summersville, WV - www.newlife-wv.info

- Oversee and facilitate audio, video and web applications.
- Design and development of a variety of media for informational and advertisement purposes.
- Installation and update of hardware & software.
- Web site design and maintenance.
- Instituted podcasting of sermons to create a more cost effective distribution of church media. www.feedburner.feeds/nla
- Assisted church members with resolution of technical issues ranging from software difficulties to system recoveries.
- Worked with a variety of software applications to create visual impact on web pages, e-mail and a variety of media types.

Technology Summary

Certifications: CIW V5 Associate, CIW Web Foundations Associate, CIW Web Design Specialist, CIW Professional, CompTIA A+ Certification, MTA Windows Server Administrator, MTA Windows OS Fundamentals, Cisco IT Essentials, Cisco IT Essentials Instructor, Cisco Routing & Switching I & II

Systems: Windows 2000, XP/Vista/7, Windows Server 2008 R2 and 2012 R2

Markup: HTML, XHTML, XML, CSS

Languages: Visual Basic, C++, C#

Software: Confluence, ManageEngine Applications Manager & Events Analyzer, MS Visio, MS Office Suite, MS Visual Studio, MS Expression, MS Essentials, MS SharePoint, Adobe Creative Suite, Media Shout, Splunk, WordPress, Drupal, GFI Events Manager & LanGuard and various other software technologies.

References

Pam Schmelz

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