

Andrew Ryan Goolsbee

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Objective

To develop a career that makes use of my skills and experiences and gives me opportunities to grow and expand them.

Experience

IT Programmer Analyst II, National Instruments : Austin, Texas **August 2014 - Present**

- Design and develop extensions for the new Product Information Management tool
- Continue support for the product data provider, PLSQL applications, and reports for the Sales and Marketing groups

IT Programmer Analyst I, National Instruments : Austin, Texas **June 2012 – August 2014**

- Design and develop PLSQL applications and reports for the Sales and Marketing groups
- Maintain and enhance product data provider, which integrates many data silos
- Led IT recruiting efforts for Baylor University

Networking Student Worker, Baylor University ITS : Waco, Texas **August 2010 - Present**

- Manage faculty and staff support tickets
- Resolve network connectivity problems
- Assist in maintaining and expanding the network infrastructure

August 2009 - May 2010

October 2008 - May 2009

Human Resources Assistant, Conifer Health Solutions : Frisco, Texas **June 2010 - August 2010**

- Administered the handling of hundreds of transitioning hospital employee files
- Coordinated organizing, scanning, storing, and disposing of sensitive employee information in a respectful and confidential manner

Implementation Engineer Intern, Bazaarvoice : Austin, Texas **May 2009 - August 2009**

- Assisted in the technical deployment of the Bazaarvoice products to its clients
- Installed the initial template and design on the client site
- Responsible for quality assurance issues, formal testing, and troubleshooting, all aspects of the integration with the client's existing website
- Developed tools to expedite implementation

S60 Web Applications Intern, Nokia : Irving, Texas **June 2008 - August 2008**

- Developed a web application for a streaming multimedia server
- Updated with more features and functionality, such as a user account system, to further enhance the user experience without affecting quality or the planned release date
- Prepared full documentation and conducted training sessions for the test users who would be using the system.

Education

Baylor University : Waco, Texas

August 2008 - May 2012

Bachelor of Business Administration in Management Information Systems, GPA 3.43

Skills

Web Technologies: HTML, CSS, XML, PHP, MySQL, JavaScript, Freemarker

Computer Languages: PLSQL, SQL, C++, Java, Assembly

Operating Systems: Mac OS X, Windows (XP, Vista, 7), Linux (Ubuntu)

Version Control and Issue Tracking: Subversion, Trac, Jira, Confluence

Other Tools: Oracle EBS, OWB, Microsoft Office, Adobe Photoshop