

# CHARLES DONALDSON

charlesdonaldson.me | (712) 326 4870 | [charlesdonaldson31@gmail.com](mailto:charlesdonaldson31@gmail.com)

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## PROFESSIONAL SUMMARY

Graduate with a BS in Management Information Systems. Seeking full-time employment opportunities. Interested in information security and system/network administration. Experience in data research, technical troubleshooting, and customer service.

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## EDUCATION

Iowa State University, Ames, IA  
BS Management Information Systems

Graduation: May 2020  
Major GPA: 3.68/4.0

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## WORK EXPERIENCE

- **Tallgrass Energy, Lakewood, CO September 2020 – Present**
    - ✦ **IT Support I**
    - ✦ Handle Help Desk requests through tickets or phone
    - ✦ Follow up on outstanding requests and ensure timely resolution
    - ✦ Build accounts and configure hardware as part of on-boarding process
    - ✦ Support audio and video equipment in conference rooms
    - ✦ Handle and monitor internal assets to ensure accurate inventory records
  - **Heady Hall at Iowa State, Ames, IA August 2018 – July 2020**
    - ✦ **Computer Support Specialist in the Economics & Sociology Department**
    - ✦ Administer computers and users in Active Directory
    - ✦ Update and create IT Documentation for the Economics department
    - ✦ Image workstations - Windows & Mac
    - ✦ Troubleshoot and resolve Faculty and Staff's technical issues
  - **Hy-Vee Technology Center, Grimes, IA May 2016 - August 2017, May 2019 – August 2019**
    - ✦ **System Administration Intern – 2016/17, Network Systems Intern – 2019**
    - ✦ Installed workstations & Silver Peak SD WANs - 2019
    - ✦ Collaborated on a team that imaged over 6,000 workstations to Windows10 in Hy-Vee stores - 2017
    - ✦ Updated Software/hardware and installed Dell T430 servers in Hy-Vee grocery stores. - 2016
    - ✦ Gained experience with Windows PowerShell, Windows 2012 Server, and Hyper-V – 2016
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## Skills & Interests

### Operating Systems

- Windows
- macOS
- Windows Server 2016/2019
- Linux (Ubuntu)

### Certifications

- CompTIA Network+

### Hobbies/ Clubs

- Iowa State Men's Soccer Club
- Web Development Club at Iowa State
- Co-Founder of Lokoly.com