**Cassandra Boze**

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# Skills

## *Interpersonal*

* sustaining professional, friendly relationships with others
* creating student-centered learning and working environments
* managing a Knowledge Base to provide clear written instruction for using technology
* collaborating with diverse groups, including teachers, community organizations, and librarians

## *Technology*

* maintaining or developing proficiency in PowerShell, HTML, CSS, Scribe, Linux, Windows & Mac OS, Active Directory, Group Policy Management, Intune, KACE, and ServiceNow
* providing support for hardware, software, and applications to clients
* developing and managing a virtual desktop infrastructure using Teradici Cloud Access Manager and Azure
* managing technology for 5 computer labs, 1 active learning lab/makerspace, and graduate student offices

## *Organization*

* creating and leading workshops for groups of 15+ individuals to improve technology literacy
* prioritizing and working independently on projects according to deadlines and importance
* adjusting schedules to meet the crucial needs of the community or organization

#  Employment

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| --- | --- |
| Information Technology Specialist IV, Learning Resources Center/Auburn University | 01/2019-present |
| English Instructor/Humanities Department/ Marion Military Institute | 08/2015-12/2018 |
| Information Technology Support-TES/ Graduate School/Auburn University | 07/2014-12/2018 |
| Graduate Teaching Assistant/ Department of English/ Auburn University | 08/2010-05/2014 |
| DegreeWorks Scriber/ Office of Information Technology/ Auburn University | 05/2011-12/2013 |
| Instructor/ Department of English/ University of Arkansas-Fort Smith | 08/2009-05/2010 |
| Instructor/ Department of English/ University of Arkansas Fayetteville | 01/2008-05/2009 |

 **Education**

M.A. English/ Auburn University/ Auburn, AL /2015

M.A. English/ University of Arkansas/ Fayetteville, AR/2009

B.A. English/ University of Arkansas Fort Smith/ Fort Smith, AR/2007