

# Alan Mahen

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## OBJECTIVE

To secure a challenging internship with a highly reputable organization utilizing my strong technology, teamwork, and creative skills.

## EDUCATION

### **Southeastern Louisiana University, Hammond, LA**

Bachelor of Science, Computer Science; Concentration in Information Systems; Graduation Date: May 2006  
ABET Accredited Computer Science Department; Achieved Dean's List multiple semesters

### **University of New Orleans, New Orleans, LA, Spring 2002 - Fall 2003**

Completed courses as a Computer Science Major

## COMPUTER SKILLS

### **Software**

Java, Cobol, Assembly, and HTML language experience; Macromedia Dreamweaver and Fireworks expertise; Swish version 2.0, Adobe Photoshop, and Acrobat proficiency; installation and configuration experience with all versions of Microsoft Windows, Microsoft Office Suites, Norton Antivirus, System Works, Firewall, BIOS & Firmware, Spybot, Adware, PestPatrol, DOS 6.22, and WS-FTP programs; and experience with local and remote file system management.

### **Hardware**

Building of new computer systems; troubleshooting hardware to determine problems with components; replacing motherboards, hard drives, and other components; making of CAT5 cables; and installation of computer networks via hardware or wirelessly.

## COMPUTER EXPERIENCE

### **Technology Liaison, Office of Career Services, Southeastern Louisiana University, October 2004 – Present**

Oversee all computer-related systems and functions for the office, including hardware and software procurement and installation, trouble-shooting, and maintenance of 20 computers. Responsible for majority of all web design and management decisions for office's website. Create web- and email-based promotional materials to market job placement assistance services to students and alumni. Created template-based graphical system to email flyers to students.

### **Software Support Specialist, TC Technology / Money Trax Inc., New Orleans, LA, December 2003 – Present**

Answer technical support calls when full time staff is on leave. Assist customers with problems encountered when working with Money Trax – a financial services industry software. Provide technical support at COW (Circle of Wealth) College, a yearly convention in downtown New Orleans for the benefit of all Money Trax users.

### **Manager, DC&C Computer Services, Ponchatoula, LA, April 2002 – August 2003**

Monitored business to ensure needed services were provided in an efficient and effective manner. Supervised and trained new employees. Maintained inventory and books of business. Built new computer systems and designed software and network configurations for customers.

## ADDITIONAL EXPERIENCE

### **Culinary Staff, China Lotus Restaurant, Hammond, LA, October 2003 – Present**

Prepare food following detailed guidelines to ensure all food meets very high standards of quality. Work collaboratively as a team member in a fast-paced environment, creating new ways to operate kitchen and restaurant more efficiently.

### **Dairy Clerk, Winn Dixie, Hammond LA, November 2001 – June 2003**

Promoted three times during tenure with final promotion to Dairy Clerk. Trained new associates. Effectively calculated supply and demand of perishable items to maintain inventory. Provided customers with excellent customer service.

## VOLUNTEER ACTIVITIES

### **Ponchatoula High School, Ponchatoula, LA**

Website Developer, Computer Technology Club, February 2005 - Present  
President/Founder, Computer Technology Club, 2002