



IT Generalist

ZOIE FIRKINS

Summary

Motivated and detail-oriented Computer Information Systems graduate seeking opportunities to grow where I can combine my artist skills with my technology skills to create creative, yet practical and functional projects. Passionate about coding, problem-solving, and expanding technical skills through hands-on experience and continuous learning.

Contact

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Education

GRAND VIEW UNIVERSITY – DES MOINES, IA

Bachelor of Arts in Information
Technology
Graduated: May 2026

DES MOINES AREA COMMUNITY COLLEGE (DMACC) – ANKENY, IA

Associate of Applied Science in
Computer Information Systems
Graduated: May 2024

DALLAS CENTER-GRIMES HIGH SCHOOL – GRIMES, IA

High School Diploma
Graduated: January 2022 | GPA: 4.0

Work experience

Perfection Learning, Clive

IT Generalist - January 2025 - Present Day

Provide hardware and software support across departments
Maintain user accounts, permissions, and systems access
Troubleshoot network and workstation issues for staff
Assist with deployment, maintenance, and documentation of IT systems
Ensure timely resolution of tickets and escalate complex issues when necessary

Menards, Grimes

Service Desk Cashier - October 2022- May 2025

Assisted with POS transactions and product returns
Resolved customer service concerns with professionalism
Maintained knowledge of store layout to help customers locate items

Technical Skills

Programming: Java, Python, C#, C++, HTML, CSS, JavaScript, Bootstrap

Software/Tools: Visual Studio, Eclipse, PyCharm, Atom, GitHub, SQL Developer, MySQL

Productivity Tools: Google Workspace, Microsoft Access, Excel

Other Skills: Fast learner, strong organization, excellent communication, adaptable to new technologies