

Bernard Hudgins

HudginsBL@outlook.com (904)330-7913

Portfolio: <http://about.me/bernardhudgins>

EDUCATION

Florida State University, Tallahassee, FL
Bachelor of Science Information Technology

Dec 2015

The Bolles School, Jacksonville, FL
High School Diploma

May 2012

EXPERIENCE

Project Specialist, CSX - Jacksonville, FL

July 2016 - Present

- Coordinate maintenance, enhancements, and new development for 10+ applications
- Support technology projects for 5 business areas, including Risk Management, Internal Audit, and Info Management
- Follow the SDLC to develop enhancements, system integrations and modules within existing applications.
- Create project plans and monthly status reports for internal technology team, our business partners, and partnered vendors
- Forecast funding and time allocations; Maintain project budgets, schedules and project scopes
- Manage technical teams and vendors through traditional waterfall project methods, as well as utilization of the Agile Methodology in tandem with the Atlassian Suite

Information System Services Helpdesk Technician, City of Tallahassee -Tallahassee, FL

Sep 2015 – Jan 2016

- Function as remote end user support to 2000+ employees of the city
- Technical troubleshooting within Microsoft Windows, providing a pleasant customer service experience
- Communicate technical problems effectively with other technicians
- Install and configure latest software updates on all city computers
- Create and modify new accounts for current and past employees via Active Directory Manager

Social Media Analyst, 2-1-1 Big Bend - Tallahassee, FL

Sep 2015 – Jan 2016

- Raise awareness of the services 2-1-1 Big Bend offers and their resource database
- Promote events and fundraisers via social media and networking
- Create content to increase website traffic and encourage social media engagement

Shift Leader, Mellow Mushroom Pizzeria - Tallahassee, FL

Sep 2013 - Oct 2014

- Ensure timeliness and quality of every product given to customers
- Instruct and supervise employees, coordinate shift duties
- Confirm stock and inventory orders for next day delivery
- Transferable Skills: Teamwork, Communication, Time Management

Receptionist/Secretary/Apprentice, Upholstery By Franko - Jacksonville, FL

May 2008-2012

- Greet and assist customers
- Complete and file invoices, transition invoice system from paper/hardcopy to digital
- Order needed supplies, deliver finished products
- Learn the artisan craft of upholstery
- Transferable Skills: Responsibility, Customer Service, Organization

TECHNICAL SKILLS

- Unix, Java, HTML, CSS, PHP, SQL, BASH
- Basic/advanced components of Microsoft Windows
- Desktop/laptop hardware diagnostics/repair
- Linux distributions/systems, Mac/OSX
- Server/network systems, database design
- System & network security

INVOLVEMENT & VOLUNTEER EXPERIENCE

- Get Involved @ CCI, Florida State University -*CoLead*
 - Nole Your Campus, Florida State University -*Member*
 - AITP, Florida State University -*Member*
 - Cybersecurity Club, Florida State University -*Member*
 - Lacrosse for a Cause
 - HabiJax
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