

# Phillip Prince

63 Ashland Place Belzoni, MS 35527 662-411-7754 prprince@email.com

## Summary of Skills

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- Strong experience in technical support with proven ability to rapidly troubleshoot, diagnose, and resolve complex technical issues.
- History of building software systems with improved functionality and productivity, consistently meeting critical requirements.

## Education

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**20xx**                      **Delta State University**                      **Cleveland, MS**  
Bachelor of Business Administration  
Major: Computer Information Systems

### Computer Proficiencies:

<i>Programming</i>	<i>Databases / Systems</i>	<i>Software</i>
C++	Oracle	MS Word, PowerPoint, Excel
Visual Basic	MS Access	MS Front Page & Dreamweaver
SQL, HTML, & Java	MS DOS, MS Windows XP	
	Unix, Linux	

## Experience

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**20xx-Present**                      **Prince Computer Systems**                      **Belzoni, MS**  
*Intern*

- Service 25 clients in small business, home, and personal use; assemble computer software and troubleshoot problems; provide software and hardware consultation; conduct web design and construction to increase public awareness

**20xx-20xx**                      **Delta State University**                      **Cleveland, MS**  
*Office of Information Technology Student Lab Assistant*

- Monitored the 55 workstation in the Teaching and Learning Center computer laboratory, which ran various software programs; identified and solved lab network problems, including printers and modems; managed computer laboratory resources; configured Internet connections, email and web browsers

**Summers**                      **Delta Computer Center**                      **Moorhead, MS**  
**20xx-20xx**                      *Logistics Coordinator*

- Provided clerical support for the center, including bookkeeping, budget management and reporting, purchased order requests for state contract vendors, and record filing; managed expenditures and deposits for center's budget in excess of \$60,000 annually

## Honors and Activities

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- President's List
- Dean's List
- Omicron Delta Kappa Leadership Honor Society
- Senate Member, Student Government Association
- President, Association of Information Technology Professionals Student Chapter,
- Volunteer, Cleveland Habitat for Humanity

**DO NOT DUPLEX OR**  
**STAPLE ACTUAL**  
**RESUME!**

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## References:

### **Mrs. Amanda Bennett**

*Current Supervisor/Programmer*  
Delta State University  
Office of Information & Technology  
Cleveland, Mississippi 38733  
(662) 846-0000  
apb@deltastate.edu

### **Dr. Darry Hardy**

*Professor of CIS & Program Coordinator*  
Delta State University  
Cleveland, Mississippi 38733  
(662) 846-4411  
dhardy@deltastate.edu

### **Mrs. Barbara Hicks**

*Client*  
John – Richard Corporation  
Greenwood, Mississippi 38930  
(662) 402-1111  
bhicks@john-richard.com

### **Mr. Corey Dortch**

*Client/Restaurant Owner*  
Yanni's  
Greenwood, Mississippi 38930  
(662) 846-3333  
cmdortch@yahoo.com

**E-mail your resume to  
*careerservices@deltastate.edu*  
and we'll give it a free check-up!**

# Phillip Prince

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January 5, 20xx

SAMPLE

Mr. Napoleon Dynamite  
Bell International, Incorporated  
6652 Tina Street  
Greenville, MS 38701

Dear Mr. Dynamite:

I am pleased to enclose my resume for consideration of the programmer position at Bell International, Incorporated. Upon investigation of the position, I believe that I possess the knowledge, experience, skills, and talent to make a significant contribution to the success of the company's mission.

I received my Bachelor's of Business Administration from Delta State University in May of 20xx. I possess a well-rounded Computer Information Systems background, and I am looking for an opportunity to put my skills and knowledge to use within your organization. The programming position at your company would give me the opportunity to utilize my abilities to help Bell International, Incorporated increase its customer base and sales.

In addition to studying such valuable courses as \_\_\_\_\_ and \_\_\_\_\_, I have learned a great deal about the industry through my involvement in \_\_\_\_\_. Further, I offer solid experience through working as a part time employee for \_\_\_\_\_.

In closing, the programming position at Bell International, Incorporated is a replica of my interest and abilities. I am very excited about the possibility of joining your team and working closely with the company. To provide you with more information about my experiences and education, I have enclosed my resume. Thank you for your time and consideration.

Sincerely,

*Phillip Prince*

Phillip Prince

Enclosure

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## Computer Information Systems Interview Questions

### General CIS

- How will you communicate with users who are laymen, maybe even first time users?
- Describe a technical problem/programming glitch/network crisis you resolved or learned from.
- How do you stay current with technology?
- You have a user call for the 5th time on the same issue. How would you handle the call and what would you do differently?
- What is your highest achievement while working in the technology field?
- What role do you think IT professionals/computer programmers/network administrators should play in the company?
- What operating system do you prefer, and why?

### Computer Programming

- What is your experience in developing applications?
- Tell us about a difficult programming assignment you had and the steps that you took to solve that problem.
- What techniques can you use to insure that a new application is user friendly?
- What actions would you take to insure that user requirements are properly installed on a computer application?
- What computer features would you use if you were asked to acquire general information from the state government in an application for public use?
- You're given a function get sort (data) that sorts the data given. The function sorts in place and does not use any extra memory. How do you validate the function considering 1) it sorts 2) it does not use extra memory?

### Information Technology

- Explain NTP.
- Walk me through everything that happens in the network from the moment you punch in www.google.com in the address bar to when the browser displays the page.
- You've just been asked to create 20 new Users and update 2 GPOs - ASAP! You go to the Administrative Tools, and discover they are all gone. What do you do? What do you suspect happened?
- List as many ways you can think of to move a file from a Windows machine to a Linux machine.
- Demonstrate reclusiveness by implementing a factorial function.
- What port does telnet use?
- What is the major difference between FAT and NTFS?
- Describe the project or situation that best demonstrates your coding (or analytical) skills.