

# Samuel Freed



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SamuelFreed.com

## Education

*Bachelor of Science | Information  
Technology, Dec 2022*  
Florida State University,  
Tallahassee, FL

## Tech Stack

### Languages

HTML5

CSS3

Javascript

PHP

Python

R

Java

C++

SQL

### Dev Tools

Google Suite

Github

Slack

Visual Studio

MS Suite

AWS

## Certifications

AWS Certified Cloud Practitioner  
Certified Internet Web Professional  
Adobe Photoshop Certified Stop the  
Bleed - Save a Life Certified

## Work Experience

*Solutions Analyst | Deloitte*

July 2023 - Present

- Provided 24/7 issue support for Texas state healthcare
- Monitored 250+ batch jobs across 17 applications on Windows Server
- Consistently delivered in-depth daily analytic data reports to the client
- Utilized SQL within Microsoft SQL Server to fetch data and validate batch operations

*Junior Analyst Intern | CoastalCloud*

Jan 2023 - May 2023

- Successfully completed a training based internship to learn the foundations of consulting, SalesforceTechnology and agile project management
- Administered Salesforce CRM Platform with a focus on SalesCloud and ServiceCloud
- Dedication to providing customer value through a deep understanding of clients' needs
- Developed custom workflows, fields, and reports to meet business requirements

*HelpDesk Technician | FSU College of Communication and Information*

Mar 2021- Sept 2022

- Provided hardware and software support for over 2,500 students and over 125 faculty and staff within the College of Communication and Information
- Provided Macintosh, PC, printer, and networking end user technical support for CCI students, faculty, and staff in person, via telephone, and via our own ticketing software
- Successfully performed remote tech support by utilizing BeyondTrust
- Performed hardware and software troubleshooting, maintenance, and installation as required by supervisor, student, staff, or faculty

## Leadership Experience

*Vice President of Membership | FSU Interfraternity Council*

Nov 2021 - Nov 2022

- Managed the recruitment processes, both formal and informal, for all 16 IFC Chapters
- Collaborated with FSU IFC chapter leaders to create an environment that embraced diversity, equity and inclusion
- Directed several projects to educate emerging leaders and provide leadership opportunities by creating a leadership pipeline within FSU Fraternity and Sorority Life

*Vice President of Recruitment | Founding Father | Pi Lambda Phi Fraternity*

Nov 2020 - Nov 2021

- Led a team of over 15 brothers to execute our recruitment plan's events and strategies.
- Arranged in-person and virtual events for potential new members to meet in a safe and welcoming environment.
- Exceeded national expectations by 150% in recruiting new members