

Ben Boudlali

763.568.2200 • boudl004@umn.edu • Minneapolis, MN 55414

EDUCATION

University of Minnesota - Twin Cities
Information Technology Infrastructure
Bachelor of Applied Sciences

Sep. 2011 - Dec. 2015
83 Credits Completed

RELEVANT COURSEWORK

- Discrete Structures of Computer Science
- Machine Architecture and Organization
- Algorithms and Data Structures
- Introduction to Operating Systems
- Program Design and Development
- Formal Languages and Automata Theory
- Information Technology Projects and Processes
- System Analysis and Design

COMPUTER EXPERIENCE

Database Co-designer

Fall 2013

Engineers Without Borders

- Assisted in the building and updating of a multiple access level Oracle database that stored donor information.
- Working mainly in the Planning and Design phases of this project's SDLC, I created an Entity Relationship Diagram to map out the desired organization of data.

Member

Sep. 2012 - Dec. 2015

Association for Computing Machinery

- Attended professional conferences and participated in computing events such as: programming seminars, LAN parties, and system design contests

WORK EXPERIENCE

Patient Access System Support Specialist Admin

Dec. 2016 - Present

Allina Health (Tek Systems)

- Provide login and account support to end users with IBM Security Identity Manager software in calm and efficient manner; representing Allina Health as a first point of contact.
- Perform admin duties such as granting proxy access to users and responding to escalation tickets.

Technical and Operations Specialist

Jul. 2015 - Dec. 2016

Victorinox Swiss Army

- Ensure the store's network, RetailPro software, and Microsoft Windows machines are running smoothly.
- Assist with the receiving of new inventory, shipping of customer orders, and organization of stock room.

Cash/Wrap Specialist

Aug. 2014 - Jan. 2015

Under Armour

- Perform customer returns and assist sales associates with complicated transactions.
- Ensure the sales floor is fully replenished and up to visual standards.

Skills

Programming Languages/Scripts

- C, C++, C Shell, HTML, Java, Lisp, MATLAB, Python

Programming Skills

- Coding, debugging, experience using GitHub repositories, object-oriented design, Agile testing methodology, the use of IDEs.

Other Computer Proficiencies

- Adobe Photoshop, Microsoft Office Suite, Linux and Windows operating systems.