



MICHAEL THOMPSON

IT Support Specialist Intern

(555) 321-0987

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United States, Chicago, IL

EDUCATION

Bachelor of Science in Information Technology

2021 - Now

University of Illinois at Chicago, United States

Certified Business Analysis Professional (CBAP)

International Institute of Business Analysis, Certification Date: April 2023

SKILLS

Requirements gathering and documentation ●●●●●

Technical specification writing ●●●●●

SDLC knowledge (Agile, Waterfall) ●●●●●

Jira, Asana, and Microsoft Project proficiency ●●●●●

Basic coding in JavaScript and Python ●●●●●

PROFESSIONAL SUMMARY

Junior IT Business Analyst with technical expertise in software development lifecycles and a strong ability to bridge business and technology requirements. Skilled in analyzing system requirements and improving business processes.

EXPERIENCE

IT Support Specialist Intern, BlueTech Systems- , United States, Chicago, IL

June 2022 - September 2023

- Conducted requirements gathering sessions with stakeholders and translated findings into technical specifications.
- Collaborated with the IT team to support the deployment of software updates, ensuring minimal disruption to users.
- Developed and maintained documentation for system requirements and software specifications.

Software Development Intern, Innovative Solutions, United States, Chicago, IL

January 2021 - May 2022

- Assisted in the development of project timelines and coordinated with the development team to ensure adherence to project goals.
- Tested software to identify bugs and provided feedback to developers, enhancing system functionality and user experience.