

Brody T. Hayden

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Recent graduate specializing in IT and web development. Experienced in technical support across a variety of different operating systems and tools in dynamic, communication-heavy environments.

Education

University of Louisville

Aug 2021 - May 2025

Bachelor of Science in Business Administration

Computer Information Systems

GPA: 3.81

Skills

Technical Support: Computer hardware & software troubleshooting, audio/visual equipment, printing systems, system configuration & setup, disk imaging, networking & connectivity, request handling, technical solutions consulting, product knowledge

Operating Systems: Windows/macOS/iOS (10+ years), ChromeOS/Android/Linux (~2 years)

Project Coordination & Reporting: Project charters, requirements management & traceability, system architecture diagramming, user flow diagramming

Soft Skills: Professional written and verbal communication skills, problem solving, customer service, time management & ability to multitask, organization & record keeping, cross-functional collaboration, creativity

Work Experience

Web Development Intern

May 2024 - May 2025

UofL College of Business, Marketing and Communications | Louisville, KY | Professional reference available at request

- Built 100+ pages for the new and upcoming UofL College of Business website under the Drupal platform.
- Migrated content from existing WordPress website, adapted to fit provided design specifications.
- Completed ticketed requests from other departments to ensure pages accurately reflect individual units and the organization as a whole.
- Optimized site structure for intuitive navigation across various user journeys.
- Applied SEO best practices and accessibility standards to enhance site visibility and user experience.
- Troubleshoot technical problems pertaining to development and communicated findings to prevent future disruptions.

Projects

Non-Profit Strategic Assessment (CIS 410)

Jan 2025 - Apr 2025

Created a 20-page strategic assessment for a non-profit organization, documenting business processes and existing IT infrastructure to formulate recommendations related to technology.

Personal Website

Apr 2025 - Present

Developed a [personal portfolio website](#) using WordPress to showcase accomplishments from my university studies and work experience.

Information System Deliverables (CIS 320)

Jan 2024 - Apr 2024

Completed a semester-long community-based activity creating a systems design specification plan for an outside client. Developed 20+ mockups of a premium trip booking website.

Team CIS Development Project (CIS 420)

Aug 2024 - Dec 2024

Continuation of previously mentioned project, focused on iteratively developing a functional web-based prototype for the same client. Performed regular QA user testing, website maintenance, and backups. Heavy focus on project management processes prior to & during prototype development.

Campus Involvement

Vice President of Pledge Education

Jan 2024 - Apr 2025

University of Louisville Triangle Fraternity

Dancer and Fundraiser

Feb 2022 - Feb 2024

RaiseRED