

Riley Boughner

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EDUCATION

University of Cincinnati

Bachelor of Science, Computer Science

Graduating: May 2027

GPA: 3.1

Primary Coursework: Data Structures, Computer Systems, Linear Algebra, Computer Science I & II

SKILLS

Languages: Python, C, C++, Java, JavaScript, Bash Scripting

Software: VS Code, Neo Vim, Git

EXPERIENCE

IT Technician | Carestar White Oak, Ohio

Jan 2024 – Present

- Provided comprehensive IT assistance to clients through remote troubleshooting methods, demonstrating proficiency in resolving diverse technical issues.
- Successfully resolved tickets encompassing a wide spectrum of IT domains, including software, hardware, networking, and system administration, ensuring timely and effective solutions.
- Demonstrated adeptness in resolving issues across various platforms and systems, including Windows, Linux, and mobile operating systems, enhancing organizational IT functionality.
- Conducted thorough quality assurance checks on resolved tickets, ensuring accuracy and completeness of solutions, and participated in performance monitoring initiatives to identify areas for improvement and optimize service delivery.
- Engaged in proactive measures to prevent recurring issues by conducting root cause analysis, identifying underlying causes, and implementing preventive measures, contributing to enhanced system stability and user experience.

PC Build Technician | Sage Sustainable Electronics Hilliard, Ohio

May 2023 – August 2023

- Contributed to the assembly of business and gaming computers delivering 150 units a day
- Diagnosed and rectified cosmetic issues present in incoming computer parts, maintaining rigorous quality standards
- Assisted in managing inventory of specific parts and proactively initializing restocking procedures when prepped parts are depleted
- Played an active role in enhancing build procedures leading to reduced build time and increased production
- Engaged in training sessions, contributing insights and techniques designed to improve product efficiency and quality

IT Technician | Pickerington Local School District Pickerington, Ohio

May 2022 – August 2022

- Conducted re-imaging and distribution of 500+ mac and ChromeOS laptops to students and teachers of Pickerington High schools alongside group of 6 technicians over 3+ weeks highlighting progress 5 times a week
- Solve problems by diagnosing and repairing 25+ broken laptops consulting team if solution was unknown
- Collaborated in taking inventory data of 10 schools using Microsoft Excel and communicating results with superiors
- Executed improvements in how inventory data is collected, stored and maintained within Microsoft Excel leading to 10+ hours of time saving
- Presented daily progress to 15+ employees and proposed new task upon completion

PROJECTS

Sorting Robot – Warehouse Robot | Labview, python

September 2022 – May 2023

- Lead software development of an automated sorting robot coding 10+ functions over 4 months
- Recommended 5+ areas of physical improvement to builder leading to better achievement of design criteria
- Debugged 50+ bugs out of code and optimized final code to be used by non technical members of group reporting changes in final documentation
- Professionally presented alongside team final abilities of robot meeting 5+ design criteria to group of colleges

ACTIVITIES

Marching Band | Section leader

May 2015 – December 2021

- Lead team of 20 musicians to improve in ability of performing live music while competing 6 months per year
- Mediated 30+ disputes between members by listening to frustrations and unifying under team goals
- Arranged 3 group discussions throughout season managing and implementing 5+ suggestions every meeting

HONORS & AWARDS

Cincinnatus Scholarship

August 2022 – Present

National Honor Society

August 2021 – May 2022

AVAILABLE FOR CO-OP: Fall 2024

Ohio All State Orchestra

CRU | Student Representative / Musician

February 2022

August 2022 – Present

- Furthered musical experience while collaborating on team of 6 to perform live music for group of 50 students once a month
- Communicated with 5+ members acquiring information on club events once a week

AVAILABLE FOR CO-OP: Fall 2024