TINA COOK

SOFTWARE ENGINEER INTERN

CONTACT

t.cook@email.com ✉
(123) 456-7890 📞
Seattle, WA 📍
[LinkedIn](#) 🔗

EDUCATION

Bachelor of Science
Computer Science
University of Washington
2021 - current
Seattle, WA

SKILLS

C++
Mercurial
Eclipse
MongoDB
OpenShift

CAREER OBJECTIVE

Passionate software engineer intern with project experience designing a mobile application design and POS-based smart contract development, aspiring to bring my expertise to Tableau Software. Excited to apply my skills in your firm to drive innovative data visualization solutions.

WORK EXPERIENCE

Customer Service Representative

T-Mobile

2023 - current / Seattle, WA

- Provided on-call support to a minimum of 71 customers daily, **resolving 92% of issues on the first call**.
- Implemented a C++ script to automate CRM data entry tasks, reducing the time needed to create reports by 39 minutes.
- Prevented escalations for 8 billing issues each month via quick resolutions.
- Managed high-volume inbound calls during peak hours, maintaining an average response time of under 44 seconds.

PROJECTS

PixelPilot

UI/UX Designer

2022 - 2023

- Designed and prototyped a mobile app interface for a drone control application, gaining a 87% user engagement rate during the testing phase.
- Held multiple user testing sessions, gathering feedback to refine the app's user interface and **decrease post-launch bug reports by 41%.**
- Used Eclipse IDE to debug the mobile app, fixing critical issues and releasing the application 3 weeks ahead of schedule.
- Leveraged MongoDB for storing user data and drone records, lowering data retrieval speed by 6 minutes.

Blockchain

Seminar Attendee

November 2021

- Attended a comprehensive blockchain technology seminar with 175+ attendees, understanding its applications in finance and healthcare.
- Participated in hands-on workshops on blockchain, achieving a 9.5/10 report score by industry experts for Google Cloud Platform integration.
- Optimized blockchain deployments on OpenShift, using seminar knowledge to expedite deployment time by 4 days.
- Created a proof-of-stake smart contract for a healthcare setting, **reducing data processing time by 17 minutes** compared to industry standards.