

Andrew Albizati

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Education

University of San Diego | Shiley-Marcos School of Engineering

San Diego, CA

Bachelor of Science in Computer Science and Mathematics

Expected May 2026

- Dean's List First Honors, Fall 2022 & Fall 2023
- Presidential Scholarship (merit based)
- Courses: Algorithms, Data Structures, Object Oriented Programming, Multidimensional Calculus
- Cumulative GPA: 3.9/4.0

Work Experience

University of San Diego ITS Help Desk

San Diego, CA

Operations and Hardware Lead Student Technician

January 2023 – Present

- Efficiently debugged and resolved over 2,000 technical issues, showcasing robust problem-solving skills
- Troubleshoot issues with MS365, Saviynt Identity Management, Aruba Networks VPN, IBM SPSS Statistics, WiFi, hardware
- Engage in cross-functional collaboration with IT professionals, leveraging team insights to tackle intricate technical challenges
- Create support tickets using Salesforce to streamline the bug-tracking process from identification to resolution
- Lead a team of 30+ student technicians by developing software tools that maximize operational efficiency

Code Ninjas

San Diego, CA

Senior Coding Instructor

June 2021 – October 2023

- Adapted methods of instruction and classroom materials to address individual student needs
- Evaluated and supervised student activities and performance levels to provide reports on academic progress
- Taught programming using Scratch, JavaScript, Lua, C#, and Python

Programming Projects

Case Claim Bot | University of San Diego ITS Help Desk

San Diego, CA

Python, MySQL, GitHub

April 2023 – Present

- Collaborates with a team creating a Discord chatbot that allows technicians to keep track of their active issue tickets
- Employs Python algorithms to manage user permissions and create statistical data graphs for quality assurance
- Utilizes MySQL to store and manage over 16,000 unique cases, ensuring integrity during the review process
- Leverages GitHub to manage team workflow with pull requests and code reviews, solving over 100 issues

Moss Simulator

San Diego, CA

C#, Unity

July 2022 – November 2022

- Individually designed a video game that involves buying, cultivating, and selling products to gain in-game currency
- Harnessed Unity for asset and sprite management, enhancing development efficiency
- Implemented advanced C# programming to write algorithms that guide gameplay
- Learned software development cycle by implementing, testing, debugging, and maintaining internal source code

Extracurricular Activities and Organizations

First Degree Black Belt

San Diego, CA

Tang Soo Do Mi Guk Kwan Association

September 2011 – March 2021

Instructor

San Diego, CA

Free Spanish classes at community library

March 2020 – May 2022

Member

San Diego, CA

Association for Computing Machinery (ACM) Club

August 2022 – Present

Skills

Programming Languages: Java, Python, C, C++, JavaScript, SQL, C#/Unity, Dart/Flutter, UML

Computer: Git/GitHub, macOS, Linux, Windows, Visual Studio Code, Salesforce, JetBrains IDEs, Adobe Premiere Pro, Microsoft Office, Google Suite

Miscellaneous: Dependable, organized, strong problem-solver, effective communicator, skilled in time management, technical skills, proficient in Spanish