

# 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