Andrew A. McNeill

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EDUCATION

Towson University   Towson, Maryland
Current Education: Master of Science, Computer Science | December 2025
Degree: Bachelor of Science, Information Technology | December 2022

SKILLS

Web Technologies: HTML, CSS, WordPress, JavaScript, React, Angular
Programming Languages: C++, Java, Python
Data Technologies: SQL, R
Project Management Technologies: Jira Software, ServiceNow, Office 365 Admin

PROJECTS

https://www.andrewsfirstsite.com/
https://lznupes.com/
https://thebizespot.com/

• Developed over 50 pages by writing lines of code using HTML, CSS, JavaScript, and frameworks of React and Angular.

• Utilized raw debugging tools such as Firebug and Chrome Inspector to eliminate flaws and glitches prior to publishing.

• Designed and developed web applications using React and Angular to increase target audience engagement by 9%.

• Took concepts and produced design mockups and prototypes to strengthen designs, enhance user experiences and improve site interactions.

• Spoke with customers directly to define standards for websites and provide wireframes to start the design process.

JOB EXPERIENCE

Information Technology Specialist   Washington D.C, United States
Freedmen's Medicine   November 2022 – Present

• Provide technical support for computer systems, hardware, and software delivery, configuration, setup, maintenance, and troubleshooting by phone, email, in-person, or remote access.
• Created domain emails for with the help of office 365's global administrative assistance.
• Troubleshoot and resolve Tier I and II incidents to include: system inquiries, requests, incidents, software installation, printer support, hardware support.
• Maintained the chronic care IQ healthcare database to store patient documents, make medical notes, and keep up to date medical records.

Computer Support Assistant   Baltimore, Maryland
Johns Hopkins University   June 2022 – February 2023

• Maintained the Johns Hopkins University's WordPress and HTML online interfaces, including interface backups, plugin updates, and user access.
• Utilized Microsoft Forms software to develop various forms required for the Johns Hopkins Technology Innovation Center, enabling effective departmental communication.
• Provided Tier 1 IT support via Jira Software to non-technical internal users through desk side support services.
• Explained technical information in clear terms to non-technical individuals to promote better understanding.

Information Technology Support Student   Towson, Maryland
Towson University   February 2022 – January 2023
- Accessed documentation on the university's SharePoint site to identify and troubleshoot technological problems.
- Maintained and repaired university community center desks hardware and building identification cards.
- Installed, relocated, and replaced computers support IT and marketing coordinator with housing database software Mercury.
- Assisted the university in identifying issues and explained solutions to restore service and functionality.

Information and Computational Sciences Information Desk Assistant   Towson, Maryland
Towson University   January 2022 – August 2022
- Provide accurate information and answer questions by telephone and visitors at the Information Desk.
- Interact with event staff, housekeeping, and maintenance daily regarding in regard to questions concerning information and computational science and building issues as needed.
- Delivered top-notch administrative support to office staff, promoting excellence in office operations.
- Worked closely with management to provide effective assistance for specific aspects of business operations.