

Ava Tovi

[Ava Tovi's Website](#)

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PROFESSIONAL SUMMARY

Entry-level IT professional and Computer Science student with hands-on experience providing technical support, troubleshooting software and system issues, and working in ticket-based environments. Strong foundation in Windows, macOS, Linux, and networking fundamentals, with a long-term goal of transitioning into cybersecurity. Actively pursuing CompTIA A+ certification.

EXPERIENCE

Software Engineer (Contract)

March 2025 – Present

Dallas Bully Breeders – Dallas, TX

- Deployed and maintained a production website, handling ongoing bug fixes, performance optimization, and updates
- Diagnosed and resolved technical issues related to site functionality and user experience
- Provided ongoing technical support and maintenance for a small business client

Software Engineering Intern

May 2024 – July 2025

SuperApps – San Diego, CA

- Provided technical support for internal tools by diagnosing and resolving software and system-related issues
 - Used Jira ticketing system to track, prioritize, and resolve technical problems efficiently
 - Troubleshoot application issues across multiple operating systems and devices
 - Assisted users by identifying root causes, documenting fixes, and improving system reliability
 - Collaborated with cross-functional teams to improve performance, usability, and system stability
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PROJECTS

Chattrance – Real-Time Chat Application

- Built and supported a real-time messaging application with authentication and database-backed messaging
- Troubleshoot connectivity, performance, and data storage issues during development and testing

MirrorScript Programming Language

- Collaborated on the development of an experimental programming language
 - Assisted in debugging, testing, and improving a custom parser and interpreter
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CERTIFICATIONS

CompTIA A+ (In Progress)

- Preparing for Core 1 and Core 2 exams
 - Expected completion: March 2026
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TECHNICAL SKILLS

Operating Systems & Systems Support:

Windows, macOS, Linux, hardware troubleshooting, software installation & configuration, system updates, command line basics

Networking & IT Fundamentals:

TCP/IP, DNS, DHCP, basic networking concepts, user account support, system performance troubleshooting

Tools & Platforms:

Jira (ticketing), Git/GitHub, VS Code, MySQL

Programming & Scripting:

Python, JavaScript, Java, C++, basic scripting concepts

EDUCATION

San Diego State University – San Diego, CA

Aug 2024 – Present

Bachelor of Science in Computer Science

Cuyamaca Community College – El Cajon, CA

Aug 2020 – May 2024

Associate in Science, Computer Science for Transfer (Honors)

Associate in Science, University Studies – Science & Mathematics (Honors)

- GPA: 3.73

- President's and Vice President's List (every semester)

ORGANIZATIONS & VOLUNTEER EXPERIENCE

Muslim Student Association (MSA) – San Diego State University

- Assisted with organizing campus events, interfaith initiatives, and volunteer activities

Muslim Tech Collaborative (MTC)

- Participated in technical workshops, hackathons, and peer mentorship sessions

Kurdish Community Islamic Center – El Cajon, CA

- Volunteered in educational and charitable initiatives supporting local families