**602-384-4742**

M1tche11.L@outlook.com

https://github.com/Bilbanzania

Strong foundation in front-end, back-end technologies, object-oriented programming (Java, C#), and IT support. Eager to contribute to innovative projects and grow with a dynamic development team.

- **Programming Languages:** HTML, CSS, JavaScript, Java, C#
- **Frameworks/Libraries:** Node.js, Unity, Express
- **Databases:** MongoDB, Supabase
- **Tools & Version Control:** Git, GitHub, Visual Studio, Unity, Active Directory
- **Soft Skills:** Problem-Solving, Troubleshooting, Customer Service, Communication, Team Collaboration, Adaptability

# Education

**Arizona State University | Tempe, AZ**
Bachelor of Science, Full-Stack Website Development
ASU Cumulative GPA: 3.57 | Overall GPA: 3.88 | Dean's List Spring 2025
Study Abroad: Visualization and Simulation Technology, Tokyo, Japan (Focused on C# & Unity, Waseda University)

# Projects

**Student GPA Simulation | C#, Unity**
Developed an interactive GPA simulation demonstrating OOP and data visualization/simulation.
https://github.com/Bilbanzania/Study-Abroad-Unity-Project

**Modern Web Design | Technologies: JavaScript, jQuery, Supabase, Edge Functions**
Developed a responsive single-page website for ASU's GIT418, showcasing modern web development techniques and enhanced interactivity.
https://bilbanzania.github.io/Personal-Project_4/ | https://github.com/Bilbanzania/Personal-Project_4

# Experience

**MARCH 2021 – PRESENT**
**Uber | Driver | Phoenix, Arizona**
- Utilized real-time GPS and traffic data to optimize routes, ensuring timely safe arrivals and efficient service.

**MARCH 2021 – JULY 2023**
**Freelance | Phoenix, Arizona**
- Engineered and built 15+ custom PC systems by consulting with clients on needs, sourcing components to optimize performance and budget, and performing final assembly and stress-testing.
- Diagnosed and repaired a wide range of hardware and software issues, including OS corruption, component failure, and malware removal.

**SEPTEMBER 2021 – MAY 2022**
**Support Analyst I & II | Arizona Supreme Court | Phoenix, Arizona**
- Managed user accounts, VPN, and application profiles within Active Directory, ensuring seamless system access.
- Provided comprehensive technical support (phone, email, ticketing) for diverse hardware and software issues.
- Diagnosed and resolved complex device errors using remote tools, collaborating with cross-functional teams for solutions.

**MAY 2019 – MARCH 2021**
**Campus Tech Assistant | GUHSD | Glendale, Arizona**
- Deployed, maintained, and supported classroom technology for over 1000 students and faculty, resolving hardware conflicts, software errors, and network connectivity issues to ensure instructional continuity.