Braeden J. Smith

Junior Computer Science Student at Texas A&M University

github.com/BraedenSmith29 (908) 200-6484
linkedin.com/in/BraedenSmith29 braedensmith29@tamu.edu

OBJECTIVE

Seeking a software engineering internship or co-op where I can utilize my skills outside of the classroom and further expand my knowledge of programming and software development.

EDUCATION

Texas A&M University - College Station, TX   Graduation May 2024
Bachelor's of Science in Computer Science   Cumulative GPA: 4.0

Relevant Coursework:
Data Structures and Algorithms, Computer Organization, Programming Languages, Discrete Structures in Computing, Design and Analysis of Algorithms

EXPERIENCE

Marathon Petroleum Corporation – San Antonio, TX   August 2022 – December 2022
Applications Developer Intern (Finance Team)
- Saved one day per quarter of financial analyst time by developing a webpage that compiles customer credit approval history into an Excel export for analysis
- Built an AutoSys job to automatically purge outdated tax files to avoid excess data retention
- Enhanced an internal cost reporting website with several bug fixes and feature improvements
- Awarded first place in a term-long hackathon for working with a team of interns to develop a new invoicing website using .NET Blazor
- Partnered with subject matter experts and analysts to ensure complete understanding of user requirements at all stages of the project lifecycle

Texas A&M University - College Station, TX   January 2022 – Current
Student Coordinator / Lead Trainer (Help Desk Central)
- Supervise an average of 8-10 student technicians to facilitate efficient call center operations
- Interface with senior staff to ensure proper communication and enforcement of policy changes
- Develop curriculum and coordinate training procedures to ensure quality of new student technicians
- Serve as the first point of escalation for student technicians unable to resolve complex incidents
- Improved call center efficiency by building a python-based dashboard for real-time status monitoring
- Continue to fulfill expectations of previous student technician role

Texas A&M University - College Station, TX   March 2021 – January 2022
Student Technician (Help Desk Central)
- Provide excellent customer service to students, faculty, and other affiliates
- Efficiently handle tier 1 calls in a fast-paced call center environment
- Resolve or follow up on open tickets during low call volume periods
- Interface directly with customers and tackle difficult issues on our service floor

Heath Village Retirement Community - Hackettstown, NJ   July 2018 – July 2020
Wait Staff
- Safeguarded residents' health by paying close attention to each of their individual dietary restrictions
- Delivered exceptional customer service while concurrently serving 15+ residents and family members
- Quickly learned multiple wait staff positions and effectively trained new staff members

SKILLS

Languages: C#, Java, C++, Python, HTML/CSS
Tools: Azure DevOps, Linux CLI, Blazor, Unity Game Engine