

Braeden J. Smith

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EDUCATION

Texas A&M University – College Station, TX
Bachelor of Science in Computer Science
Minor in Engineering Project Management

Graduation May 2024
Cumulative GPA: 3.826

Relevant Coursework:

Software Engineering, Database Systems, Programming Studio, Comp & Network Security,
Programming Languages, Design and Analysis of Algorithms, Artificial Intelligence

EXPERIENCE

Marathon Petroleum Company – San Antonio, TX

August 2022 – December 2022

Applications Developer Intern for IT Finance Team

- Awarded first place in a term-long hackathon for working with a team of interns to develop a new invoicing website using .NET Blazor, with solution currently in use today
- Developed a webpage to compile customer credit limit history and create a formatted Excel export
- Built an AutoSys job to automatically purge outdated tax files to avoid excess data retention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
- 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 at Help Desk Central

- Lead curriculum development and coordinate training procedures for new technicians
- Supervise an average of 8-10 student technicians to facilitate efficient call center operations
- Interface with full-time staff to ensure proper communication and enforcement of policy changes
- 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 call monitoring
- Continue to fulfill expectations of previous student technician role

Texas A&M University – College Station, TX

March 2021 – January 2022

Student Technician at 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

PROJECTS

One Six Eight – In Development

Web application written with SvelteKit (JavaScript, HTML/CSS) and Supabase (PostgreSQL) BaaS
Designed for management of calendars, to-do lists, and habits, all within one application

Chick-fil-a Management Website – Team Project for Programming Studio

Web application written with React (JavaScript, HTML/CSS) and an Express.js backend with PostgreSQL
Allows managers to complete store tasks and employees and customers to place orders

Jebediah's Adventure – Final Project for Game Development Course

Platformer game written with Unity (C#) about a cow with a machine gun and a jetpack fighting aliens

Other Projects: Ballz Clone (Java), Snake/Tron Game (Java), Wizard Survival Game (Unity/C#)

SKILLS

Languages: C#, Java, JavaScript, C++, Python, Ruby, SQL, HTML/CSS

Tools: SvelteKit, .NET Blazor, Entity Framework, Unity Game Engine, Ruby on Rails, AutoSys, React,
Agile, Linux CLI, Git, GitHub, Azure DevOps