Brodie **Friday**

Computer Science Student

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Complex problem-solver with an analytical and driven mindset. Dedicated to achieving demanding development objectives according to tight schedules while producing impeccable code. Experience with Java, HTML, CSS, Javascript, PHP, Python.

Education

2020-08 - Current **Bachelor of Science: Computer Science**

Western Illinois University - Macomb, IL

2018-08 - 2020-05 **Associate of Arts: Undeclared**

John Wood Community College - Quincy, IL

Work History

2022-01 - Current **HelpDesk/Support Center Assistant**

Western Illinois University, Macomb, IL

- Assisted customers by answering questions and responding to inquiries.
- Configured hardware, devices and software to set up work stations for employees.
- Resolved diverse range of technical issues across multiple systems and applications for customers and end-users across various time zones.
- Educated customers on company systems, form completion and access to services.

2020-10 - 2022-01 **Personal Shopper**

Walmart, Macomb, IL

- Worked to maintain outstanding attendance record, consistently arriving to work ready to start immediately.
- Actively listened to customers' requests, confirming full understanding before addressing concerns.
- Identified issues, analyzed information and provided solutions to problems.
- Worked with a team of over twenty people to ensure all orders were met on time.

2019-05 - 2019-08 **Computer-Aided Drafting Intern**

Consolidated Machine & Welding, Hannibal, MO

- Worked to maintain outstanding attendance record, consistently arriving to work ready to start immediately.
- Performed duties in accordance with applicable standards, policies and regulatory guidelines to promote safe working environment.
- Quickly learned new skills and applied them to daily tasks, improving efficiency and productivity.
- Participated in continuous improvement by generating suggestions, engaging in problem-solving activities to support team work.

Skills

Software Development
Agile Software Development
Data Structures
Software Architecture
Github