

MACARTHUR DIBY

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EDUCATION

Texas Tech University - Lubbock, Texas

Graduation Date: Dec 2024

*Bachelor of Science in **Computer Science**, Minor in **Mathematics***

GPA: 3.7

Courses: Object-Oriented Programming, Data Structures, Software Engineering, Databases, Artificial Intelligence, Computer Networks, Cloud Computing, Operating Systems.

SKILLS

- **Operating Systems:** Proficient in Windows, macOS, and Linux.
- **Business Process Automation:** Appian Platform, BPM, Workflow Optimization.
- **Databases:** MySQL, PostgreSQL, MongoDB.
- **Cloud & DevOps:** AWS (EC2, S3, CloudFront), Docker, Kubernetes.
- **IT & Security:** ServiceNow, VPN, Network Administration
- **Programming & Scripting:** Python, SQL, Java, C/C++, TypeScript, JS.
- **Tools & Technologies:** GitHub, TeamViewer, Command Line, ECW.
- **AI & Analytics:** Machine Learning, AI Integration, Data Visualization.
- **Project Management:** Agile, Jira, Team Collaboration.

PROFESSIONAL EXPERIENCES

IT Help Central at Texas Tech- Lubbock, Texas

Jul 2022 – Dec 2024

Res Hall Technician assistant III

- Provided **IT support (software, hardware)** to **150+ students**, achieving **92% satisfaction**.
- Managed **300+** service desk tickets using **ServiceNow**, tracking incidents and ensuring timely resolutions.
- Led a team of **junior tech assistants** to streamline issue resolution processes, achieving a **15%** reduction in repeat tickets.

MDbilling, WoundCentrics -Lubbock, Texas

Jan 2025 – Now

IT system engineer

- Configured and maintained **EMR/EHR & CBO systems**, improving efficiency by **30%**.
- Managed **user accounts, permissions, and provider configurations**, ensuring **100% compliance** with security protocols.
- **Automated and optimized reports and billing workflows**, reducing claim rejections by **25%**.

PROJECTS

MACHINE FAILURE PREDICTION - (Python, Supervised Machine Learning)

- Built a **predictive pipeline** achieving **92%** accuracy in forecasting machine failures using logistic regression.

PATIENT APPOINTMENT MANAGEMENT - (Python, SQL) [Link](#)

- Designed a **full-stack appointment management app** for an African clinic, handling **100+ daily appointments**.

AI-POWERED DEBATE SYSTEM (Node.js, React, AI API, AWS) [Link](#)

- Designed a platform integrating **6 AI models** for argument generation and scoring, supporting **100+ user interactions**.

ELEVATOR SCHEDULER OPERATING SYSTEM (C++, Multithreading, APIs, Pthread, Libcurl)

- Built elevator scheduler with **multithreading and API**, optimizing up to **100** elevators, in a high trafficking building.

DROWSINESS DETECTION SYSTEM (Python, OpenCV, Flask, React Native, AWS) [Link](#)

- Developed a **real-time system** to detect **driver drowsiness** using **eye-tracking, machine learning**, achieving **95%** accuracy.

MENTAL HEALTH AWARENESS APP (TypeScript, React, Node.js, MongoDB) [Link](#)

- Built a mental health app with a mental health chatbot, a goal tracker and resources center with more than 100+users.

ACTIVITIES AND ACHIEVEMENTS

- NSBE Texas tech University recruiter, **Texas Tech Google** student developer member.
- Awarded **Achiever Scholarship** for outstanding academic and project contributions in Computer Science.
- Multiple **Dean's List** appearances, **Presidential list**.