

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

- **Programming Languages:** Python, SQL, Java, C/C++, CSS, Typescript, C#.
- **Frameworks:** React, Node.js, Flask, TensorFlow, Keras, Linux, AWS, Jira, Docker, Kubernetes, ServiceNow, EMR(ECW).
- **Databases:** MySQL, PostgreSQL, MongoDB.
- **DevOps & CI/CD:** Jenkins, GitHub.
- **Soft Skills:** Troubleshooting hardware/software, Technical Documentation, User Training.

PROFESSIONAL EXPERIENCES

Senior Technician / Technical Support Engineer – Dell Technologies - Austin, Texas

Jun 2025 – Now

- Delivering enterprise technical support **software / hardware** across chat, email, and phone, achieving **<95% customer satisfaction**.
- Participating in **Python automation scripts** to speed up diagnostics, cutting resolution times by 20%.
- Partnering with software engineers to debug complex issues and participated in internal knowledge base guides.

Software/IT Engineer – MDbilling, WoundCentrics -Lubbock, Texas

Jan 2025 – May 2025

- Designed **internal tools and automated workflows**, improving billing efficiency by 30%.
- Managed **user accounts, permissions, and provider configurations**, ensuring **100% compliance** with security protocols.
- Built a **Python clickstream monitoring system** to capture on-screen user actions and reduce manual work.
- Integrated APIs and dashboards for real-time claims processing, reducing rejections by 25%.

Res Hall Technician Assistant III – IT Help Central at Texas Tech- Lubbock, Texas

Jul 2022 – Dec 2024

- Supported 150+ students and resolved 300+ ServiceNow tickets with **92% satisfaction**.
- Trained and mentored junior technicians, reducing repeat issues by 15%.
- Improved resolution time by 25% through optimized troubleshooting processes.

PROJECTS

MACHINE FAILURE PREDICTION - (Python, Supervised Machine Learning)

Jan 2024

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

PATIENT APPOINTMENT MANAGEMENT SYSTEM (Python, SQL, Flask, html, CSS, JavaScript) [Link](#)

May 2024

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

POLITICAL MAP OF AFRICA (HTML, CSS, JavaScript, AWS, API) [Link](#)

Feb 2024-Now

- Developed an **interactive web application** with **54 country pages**, each featuring videos on major political events; hosted on **AWS S3** for scalability and **99.99%** uptime.

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

Oct 2024- Now

- 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)

May 2024

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

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

Nov 2024-Now

- 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](#)

Nov 2024

- 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**.