

DESTINY RHODES

ASPIRING WEB DEVELOPER | IT SUPPORT SPECIALIST

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SUMMARY

Motivated computer science graduate seeking a software/web development or IT support internship. Strong foundation in programming, databases, and troubleshooting with proven customer-facing experience. Eager to contribute technical and problem-solving skills while growing into a full-stack developer role.

TECHNICAL SKILLS

- Languages/Frameworks: Java, C#, Visual Basic, HTML, MySQL, Unity Engine, .NET
- Tools: GitHub, Visual Studio, Eclipse, Unity, Echobot Simulator
- IT Skills: Troubleshooting, process optimization, client support, document workflow systems
- Soft Skills: Communication, problem-solving, leadership, time management

PROJECTS

Chatbot Order Tracking System (Capstone Project)

- Built a chatbot that provides order status and delivery updates for a hospital print center.
- Tech stack: C#, Visual Basic, Echobot .NET, MySQL, Visual Studio, Bot Framework Emulator.
- Implemented backend database integration and conversational logic for real-time responses.
- Repo: github.com/DetDet91/Chatbot-Order-Tracker-Capstone

Rescue Mission – Unity Game Project

- Designed and developed a Unity-based action game where a player navigates through an office building to complete a rescue mission.
- Programmed player mechanics (movement, jumping, shooting) and enemy AI behavior.
- Tech stack: Unity Engine, C#, Java, Visual Basic.
- Repo: github.com/DetDet91/Game---Rescue-Mission

Additional Projects

- [More work available on GitHub: github.com/DetDet91](https://github.com/DetDet91)

EDUCATION

B.S. Computer Science – Programming

Minor: Computer Game Programming

Limestone University — Gaffney, SC

Aug 2019 – Dec 2023

PROFESSIONAL EXPERIENCE

Senior On-Site Service Specialist — Ricoh-USA | Florence, SC

Nov 2021 – Present

- Supported hospital print/document systems; ensured uptime for critical patient and board materials.
- Streamlined workflows, reducing service downtime and increasing client satisfaction.
- Collaborated with cross-functional teams to resolve technical issues.

Customer Engagement Manager — Office Depot | Florence, SC

May 2018 – Nov 2021

- Managed team of customer service representatives, ensuring operational efficiency.
- Developed customer engagement strategies, improving retention.
- Analyzed customer feedback to identify service improvements.