Name

Durham, NC | Phone Num. | <u>Email</u> | <u>Linkedin</u> | <u>Github</u>

EDUCATION

California State University, Location — Remote
B.S. in Computer Science — *January 2023 – December 2024*

Program Name — Remote
Year-long program to improve competency in the software engineering field — *June 2022 – June 2023*
- Currently completing multi-week long courses led by educators at [school] and software engineer professionals that focus on Python algorithmic problem solving
- Participates in mock-interviews centered on easy and medium-leveled object-oriented problems

Community College - GPA 3.6 — City, CA
A.S. in Computer Science, A.A. in Math and Science, Certificate in STEM — *Aug. 2019 – May 2022*
- Relevant coursework: Program Design and Data Structures; Linear Algebra; Advanced Programming with C and C++; Discrete Math; Assembly Language
- Awarded Dean's List 6 semesters (every semester attended)

TECHNICAL SKILLS

Languages: C/C++, Python
Developer Tools: Git, Visual Studio Code
Other: Windows Operating System, Microsoft 365 Administration, UX Design, Content Management Systems/Wordpress, Documentation

PROJECTS

Directory Copier | *Python* — September 2022 - October 2022
- Created a custom directory copier for Windows machines for one of the nation's largest school photography businesses to prevent loss of image and school photo shoot files
- Distributed among incoming laptops from the field to shorten the data-loss prevention process from 30 to 5 minutes of manual work (-83.33%)

EXPERIENCE

IT Field Technology Support — July 2022 – Present
Company — *City, NC*
- Provides daily hardware and software support via email, phone, and support tickets to 450+ field representatives nationwide on a 2-person team
- Maintains an inventory of 850+ laptops by replacing and repairing hardware as needed
- Utilized Windows' imaging feature to create a semi-automatic laptop setup process for 12 different laptop models, shortening setup time from 75 to 25 minutes (-66%)
- Prevented loss of data and thousands of dollars by troubleshooting a recurring hardware setback in incoming laptops from the field

Digital Marketing Agency Founder — July 2020 – Present
Company — *Bay Area, CA*
- Collaborates with and creates digital solutions for local business owners to meet financial goals and improve business operations
- Developed a membership website, with user registration and payment gateway functionalities, that could stream videos and gained over 50 sign-ups and increased sponsorships within a month of launch
- Improved the efficiency and participation of a life insurance sales team by creating and managing an online learning management and membership website with over 100 episodes of training