

CAREER SUMMARY

Microsoft Certified (AZ-900) IT professional and Quality Assurance Intern with hands-on experience in technical support, troubleshooting, documentation, and mentorship. Skilled in diagnosing hardware/software issues, managing tickets in Azure DevOps, and communicating solutions clearly to diverse users. Recognized for adaptability, problem solving, and customer-focused service in fast-paced environments. Active volunteer mentor guiding students in programming fundamentals and career readiness, demonstrating leadership and commitment to community impact.

AREAS OF EXPERTISE

Technical Support | Troubleshooting | Documentation | Ticketing Systems (Azure DevOps) | Hardware/Software Configuration | Customer Service | Communication (English and French) | Java | Python | C# | C++ | Azure | JavaScript | HTML | CSS | SQL | Spring Boot | Bash Scripting | Bootstrap | Git | Pandas | GitHub | MySQL | Command Line | SCRUM

PROFESSIONAL EXPERIENCE

MICROSOFT

Redmond, WA

Quality Assurance Intern

Aug 2025 – Present

- Implemented a structured bug triage lifecycle in Azure DevOps, improving resolution accuracy and error analysis for Surface device software deployments.
- Collaborated with cross-functional engineering teams to support seamless system integration and hardware/software release quality, reducing critical resolution time by 25%.
- Authored and maintained comprehensive technical documentation and knowledge base articles to streamline application maintenance processes and reduce repeat incidents by 20%.
- Executed hardware and software validation tasks, including OS installations and BIOS updates, to support security standards and overall system reliability.

MENTORS WITHOUT BORDERS — (VOLUNTEER EXPERIENCE)

Remote

Coding Mentor

Oct 2025 – Present

- Helped students successfully complete coding projects, fostering confidence in programming fundamentals.
- Provide one-on-one mentorship, guiding students through programming concepts, project development, and career readiness.
- Teach foundational skills in web development (JavaScript, HTML, CSS) and problem-solving.
- Collaborated with the Mentors Without Borders community to share resources and best practices, strengthening global educational impact.

ALLIED UNIVERSAL SECURITY/SECURITY INDUSTRY SPECIALIST

Seattle, WA

Security Professional

Jun 2018 – Jun 2025

- Responded to over 500 incidents annually, demonstrating strong troubleshooting and communication under pressure.
- Operated surveillance systems to monitor and resolve issues quickly, ensuring safety and operational continuity.
- Provided clear guidance to staff and visitors during emergencies, reinforcing customer service and trust.
- Documented incidents and collaborated with teams to improve response processes and reduce repeat issues.

SAVERS VALUE VILLAGE

Tukwila, WA

Salesclerk

Sept. 2016 - Aug. 2019

- Delivered exceptional customer support to 350+ weekly visitors, resolving inquiries and ensuring satisfaction.
- Facilitated transactions and guided customers with clear communication and product knowledge.
- Supported team operations by maintaining inventory accuracy and assisting with audits.
- Collaborated with colleagues to improve service delivery and store efficiency.

TECHNICAL SKILLS

Support Tools & Platforms: Linux, Microsoft Office 365, Azure DevOps, VirtualBox, Notion, Command Line, SCRUM, GitHub, Git.

Development Tools & Languages: Java, Python, C#, C++, JavaScript, HTML, CSS, SQL, Spring Boot, MySQL, Bootstrap, Bash Scripting, Pandas, Visual Studio Code, IntelliJ IDEA, Atom.

PROJECTS

Project	Highlights
EasyShop <i>Java, Spring Boot, MySQL</i>	<ul style="list-style-type: none">Built backend REST API for an e-commerce platform using Java and Spring Boot, implementing JWT authentication and CRUD operations.Implemented user profile management and persistent shopping cart functionality.
DeliSandwichApp <i>Java CLI</i>	<ul style="list-style-type: none">Designed an intuitive ordering system allowing users to create, modify, and track sandwich orders.Applied object-oriented principles to improve code readability and maintainability.
AccountingLedgerApp <i>Java CLI</i>	<ul style="list-style-type: none">Developed a financial tracking application to record, categorize, and report transactions.Enabled users to generate summaries and maintain accurate records for budgeting purposes.
Get Stuff Done App <i>JavaScript, HTML, CSS</i>	<ul style="list-style-type: none">Collaborated with a team to build a responsive productivity app for task organization.Implemented interactive UI features to improve user engagement and efficiency.
JWD Eatery <i>HTML, CSS</i>	<ul style="list-style-type: none">Contributed to the design and development of a restaurant website with a user-friendly interface.Focused on accessibility and responsive design to ensure compatibility across devices.

EDUCATION & TRAINING

YEAR UP UNITED

Remote

Certificate in Application Development

Mar 2025-Aug 2025

- Year Up United is an intensive career development program that includes professional skill development, technical training, and corporate internship experience.
- Completed coursework in Application Development, Computer Architecture, Programming, Database Fundamentals, Software Testing and Software Development.

GENERATION USA

Remote

Jr. Web Development

May 2022 - Jul 2022

JavaScript Certification: Fundamentals, DOM Manipulation, Debugging Techniques, Asynchronous JavaScript.

HIGHLINE COLLEGE

Des Moines, WA

Associate's Degree

Jun 2020

Relevant coursework include: Introduction to Computer Science, Business Fundamentals and Economics.

CERTIFICATIONS

- Microsoft Certified: Azure Fundamentals (AZ-900)
- Python Developer
- Java Developer Academy
- Professional Scrum Master I
- JavaScript Fundamentals (Generation USA)