

# VANESSA FORD

## Computer Science Student

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🌐 <https://www.github.com/betty-pen/> 📍 Little Rock, AK

## SUMMARY

Resourceful Software Intern with 2 years of experience in the IT sector. Skilled in Java, Python and HTML. Adept at computer systems and web services. Looking for an internship that will help me become a skillful professional.

## EDUCATION

High School Diploma 09/2014 - 06/2019  
[Excel High School](#) Boston, MA  
GPA | 4.0 / 4.0

Bachelor of Computer Science 09/2019 - 07/2022  
[Northeastern University](#) Boston, MA

- Performed software development and testing of 10 project websites
- Learned how to operate with databases and performed data modeling
- Worked with a team of 5 colleagues to deliver an innovative e-commerce application
- Took additional courses on the development of AI programs and blockchain technology
- Learned how to install, modify and make minor repairs on personal and business computers
- Built 4 professional websites
- Excelled in mathematics, intelligent systems and algorithms and complexity
- Learned how to perform troubleshooting and fix bugs

GPA | 4 / 4

## TECHNICAL SKILLS

Python · Java · JavaScript · HTML · CSS · Visualforce · Windows · Web Services ·

Computer Systems · AWS · C++ · Troubleshooting

## VOLUNTEER

Educator and Social Worker 01/2018 - 01/2019  
[EduTech](#) Boston, MA

- Educated 100+ street children in computer systems and how to work with OS
- Social worker in the streets of Boston, MA
- Coordinated 30+ volunteers



## EXPERIENCE

### Software Intern

#### Salesforce

06/2021 - 12/2021 Little Rock, AK

Salesforce is an American cloud-based software company headquartered in San Francisco, California.

- Contributed to the development of 1 project of web development
- Resolved 20 assigned job requests and incident tickets
- Assisted in handling 11 execution proceedings
- Assisted in product development from conception to end-user stage with a success rate of over 95%

### IT Intern

#### Microsoft

11/2020 - 04/2021 Boston, MA

Microsoft is one of the biggest tech companies in the world.

- Personally provided tier 1 technical support to clients for their computer and software issues
- Participated in performing a web database testing of measurements for over 2M+ clients to enhance the management of customer data
- Installed Windows and hardware systems components for 1000+ college staff and students
- Operated a help desk that supports 2000+ remote associates