Mitch Mai

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PROFESSIONAL EXPERIENCE

SHIFT LEADER *Best Buy | Mobile, AL*   *September 2019 – September 2023*
- Responsible for driving business by deploying associates to high traffic areas.
- Provided productivity and skill "coaching in the moment" for associates daily

APPLE SALES ADVISOR *Best Buy | Mobile, AL*   *September 2019 – September 2023*
- Supported customers in purchase decisions by identifying needs and utilizing product knowledge.
- Accurately triage and implement solutions for client software/hardware in a fast-paced environment.

WEB DEVELOPER INTERNSHIP *Tech Shack | Mobile, AL*   *June 2022 – December 2022*
- Developed websites using C#, JavaScript, HTML, and SQL Server to support client workflow needs.

IT INTERNSHIP *USA Hospital | Mobile, AL*   *October 2023 – December 2024*
- Developed websites using C#, JavaScript, HTML, and SQL Server.
- Collaborated in a team to introduce new software results.

Help Desk *USA Hospital | Mobile, AL*   December 2024 – Current
- Handled password resets and troubleshooted computers.
- Work in a team to troubleshoot user malfunction account.

Projects

MCPSS TECHNOLOGY FAIR *University of South Alabama | Mobile, AL*   *Fall 2024*
- Operated as team lead for a small group tasked with a high visibility web development project.
- Designed & developed site pages based on UI/UX best practices and cross platform availability.

USA Desktop Program *USA Hospital | Mobile, AL*   Fall 2024
- Operated in a team for a small group tasked to developed a project for storing and locating.
- Implemented the agile method when designing the program

EDUCATION

Bachelor of Computer Science University of South Alabama, Mobile, AL   *2019 - 2024*
Relevant Coursework:
- CSC 440 – Secure Software Engineering
- CSC 416 – AI Theory and Programming
- CSC – Data Mining
- CSC 331 – Software Engineering

SKILLS

Languages: C++, JavaScript, HTML, C#, MySQL, CSS
Certification: Adobe Certified, Internet Core Competency Certification IC3, Computing Fundamental IC3 GS5
Business Tools: Microsoft Office Specialist Certification – Word, PowerPoint, Access, and Excel