Jordan Basabanda

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EDUCATION

University of Notre Dame   Notre Dame, IN
Bachelor of Science in Computer Science   *Aug. 2022 – May 2026*

EXPERIENCE

Information Technology Support Specialist   Aug 2023 – Present
University of Notre Dame   *Notre Dame, IN*
- Utilized ServiceNow to efficiently address and resolve an average of 100 support tickets per week
- Managed and maintained OKTA authentication systems, ensuring smooth authentication processes and access control for over 10,000 users
- Diagnosed and resolved issues including printing problems, WiFi connectivity issues, and operating system errors, ensuring seamless workflow for thousands of students, faculty, and staff on campus

Undergraduate Research Assistant   May 2023 – Aug. 2023
University of Notre Dame   *Notre Dame, IN*
- Conducted comprehensive research on effective storytelling techniques in college applications, analyzing over 500 successful applicant profiles
- Implemented HTML, CSS, JavaScript, and React elements to prototype a web application, achieving a 20% increase in user engagement during initial testing phases
- Integrated interactive features and elements, including the ability to annotate resumes and applications through the use of highlighting, tags, and comments

PC Support Team Member   Aug 2019 – May 2022
Colonial High School   *Orlando, FL*
- Installed and configured monitors and computers in school computer labs, ensuring optimal functionality and usability for over 3000 total students
- Troubleshooted technical issues encountered by students, providing timely resolutions to ensure uninterrupted access to resources and services

PROJECTS

SteamView | *Python, Matlab*   March 2023 – May 2023
- Designed and implemented an innovative app to simulate and showcase the most popular games on the gaming platform Steam
- Collaborated effectively with team member to brainstorm ideas, allocate tasks, and ensure timely project completion
- Conducted thorough research on gaming trends and user preferences to accurately model the most sought-after games on Steam

Ball Valve | *CAD Tools, SolidWorks*   Sep 2022 – Dec 2022
- Applied advanced engineering principles to develop a robust and reliable 3D model of the Valve, refining the design to meet rigorous performance standards
- Conducted comprehensive stress and performance tests on the 3D printed Valve to assess its durability, functionality, and structural integrity under varying conditions
- Analyzed test results and iteratively optimized the design to enhance performance and address any identified weaknesses, showcasing a commitment to continuous improvement

SKILLS AND ACHIEVEMENTS

Programming Languages: Python, C, HTML, Javascript, CSS
School Involement: Galvin Scholar, Questbridge Scholar, Transformational Leaders Program Member, ColorStack Member, SHPE Member
Certifcations: Google IT Support Professional, COMPTIA ITF+, Microsoft Office (Excel, PowerPoint, Word), Adobe Photoshop
Technical Support: Cisco VPN, OKTA, ServiceNow, Canvas, Bomgar, PIMS, Payconex
Relevant Courses: Data Structures and Algorithms, Systems Programming, Logic Design, Fundamentals of Computing, Discrete Math, Linear Algebra