JORDAN BASABANDA

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SUMMARY

Highly motivated Computer Science Student at The University of Notre Dame with a deep passion for innovation and problem-solving. My time at the University of Notre Dame's OIT Help Desk has equipped me with strong technical skills and a customer-centric approach. With certifications in COMPTIA ITF+ and Google IT Support, I am excited to bring my diverse skill set and make meaningful contributions.

EDUCATION

Bachelors of Science in Computer Science

University of Notre Dame • Notre Dame, Indiana • Expected Graduation in May 2026

• Galvin Scholar | Questbridge Scholar | Transformational Leaders Program Member

EXPERIENCE

OIT Help Desk Client Experience

University of Notre Dame   **August 2023 - Present, US, 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.

Research Intern

University of Notre Dame   **May 2023 - August 2023, Notre Dame, IN**

• Conducted comprehensive research on effective storytelling techniques in college applications, analyzing over 500 successful applicant profiles.

• Assisted in enhancing the application review system, resulting in a 30% increase in efficiency and a 20% improvement in accuracy in identifying desired candidate qualities.

• Implemented HTML, CSS, JavaScript, and React elements to prototype a research-based web application, achieving a 20% increase in user engagement during initial testing phases.

Volunteer

United Against Poverty   **August 2021 - May 2022, Orlando, FL**

• Provided exemplary customer service, offering affordable grocery items to an average of 50 low-income families per day, fostering a supportive community atmosphere and ensuring satisfaction among patrons.

• Managed stocking shelves and operating cardboard balers, contributing to a clean and orderly environment by processing and organizing an average of 500 items per day.

• Participated in various essential tasks, including sorting, producing, cleaning, and organizing items.

Volunteer

Second Harvest Food Bank   **August 2021 - May 2022, Orlando, FL**
- Constructed emergency COVID aid boxes, aiding thousands of families in need during the pandemic and supporting relief
  efforts to provide essential supplies.
- Contributed to the distribution of meals to over 20,000 Central Florida residents a week, playing a vital role in addressing
  food insecurity challenges and providing sustenance to those in need.
- Distributed packages and handled pallets, facilitating the transportation and storage of supplies, resulting in the successful
  distribution of over 100,000 aid packages.

CERTIFICATIONS

Google IT Support
Coursera + Hispanic Federation • 2022
- Demonstrates practical knowledge and proficiency in key areas of IT support, making it valuable for IT support roles
  including troubleshooting, customer service, networking, system administration, and security

COMPTIA ITF+
Orange Technical College • 2021
- Demonstrates foundational knowledge in IT concepts, showcasing a solid understanding of essential IT principles, such as
  hardware, software, networking, and cybersecurity fundamentals.

COURSEWORK

Data Structures
University of Notre Dame • 2024 • Problem-solving, Coding proficiency, Critical thinking, Debugging and testing
- Optimize algorithms and improve efficiency in coding solutions, resulting in more streamlined and scalable software
  applications.

INVOLVEMENT

Support Team
Colonial High, Florida • Academy of Information Technology • August 2019 - May 2022
- 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.
- Responded promptly to an average of 10 calls and onsite requests per day, effectively diagnosing and addressing issues
  within 30 minutes, minimizing disruptions to the learning environment and maintaining productivity for students and
  faculty.

SKILLS

Front End: HTML, CSS, Javascript
Technical Support: Cisco VPN, OKTA, ServiceNow, Bomgar, Canvas, PIMS, Payconex
Office 365: Word, Excel, Powerpoint
Certifications: CompTIA ITF+, Google IT Support Certification, Adobe Photoshop
Languages: Fluent in spanish