KEVE COHEN

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EDUCATION

May 2021
BACHELOR OF SCIENCE IN INFORMATICS, Indiana University
Concentration: Business – Kelley School of Business
Bloomington, Indiana

Spring 2020
STUDY ABROAD SEMESTER, Kent University
Canterbury, England

Summer 2019
JAVASCRIPT BOOTCAMP, Eleven Fifty Academy
Indianapolis, Indiana

EXPERIENCE

May – July 2018
INTERN, Pyrimont Operating Solutions
Indianapolis, Indiana

- Learned the proprietary software of Pyrimont, a POS and back office system for a major multi-national pizza chain, in order to perform remote help desk IT support
- Performed over-the-phone troubleshooting steps as customer service for users in need of immediate help with their franchise's system
- Created, edited, and completed helpdesk tickets for remote technical support operations

June 2015 – September 2018
PHONES, HOSTESS, BUSSER, Some Guys Pizza
Indianapolis, Indiana

- Worked directly with customers by taking orders and answering questions, ensuring a positive customer experience from start to finish
- Performed complex administrative tasks to provide accurate sales data for financial management and growth
- Gained transferrable customer service and communication skills in a fast-paced environment where a need for concise clarity was key for success

ACADEMIC PROJECTS

Fall 2020
EMT TRAINING GAME, Indiana University
https://klcohen.github.io/2020Game/

Summer 2019
PORTFOLIO WEBSITE, Eleven Fifty Academy
https://klcohen.github.io/

SKILLS

- Access, Excel
- JavaScript, Angular, React
- Photoshop, Adobe XD, Blender, Unity
- HTML, CSS
- Python
- SQL