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**

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