

Levi Kuhaulua

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SKILLS

Languages & Frameworks: Java, JavaScript (Node), Python (Django), Powershell
General: Teamwork, Critical Thinking, Problem Solving, Communication, Help Desk

EXPERIENCE

Hawai'i Pacific University – Technical Analyst Assistant

Oct 2022 - May 2024

- Improved student and teacher satisfaction by resolving over 1200 hardware and software related issues via phone, ServiceNow, and in-person/remote appointments.
- Created over 30 pages of support documentation for technicians, students, and faculty to solve common and complex issues. Leading to faster resolution times and increased efficiency in handling support requests.

LEADERSHIP

Kalakaua Middle School – Multimedia Center Technician (eSports)

Aug 2024 - PRESENT

- Leading a team of 5 student workers to manage and maintain the eSports area
- Streamlined and standardized workflows to simplify software updates and installations
- Manage and troubleshoot all eSports related accounts of Kalakaua Middle School

EDUCATION

University of Hawai'i at Manoa – B.A. Computer Science

AUG 2024 - MAY 2026

- Relevant Coursework: Programming Structures
- Relevant Coursework (Transferred in): Data Communications, Data Structures, Computer Organizations
- Club: 8bit

PROJECTS

compscihi – Helping UH Manoa students find tech-related opportunities

- Contributed to the front-end code base implementing responsive design components and user-friendly pages.

eSports – Revamping eSports area

- Working with students who are familiar with Canva to create a central logo and design to be implemented on eSports equipment and inside the eSports area.
- Testing, improving, and documenting workflows to provide a comprehensive knowledge base for future members as a training resource and guide to running eSports.
- Configuring laptops and desktops to prevent unauthorized software installations.