Alexandra Crane
Software Engineer

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Skills

Languages	Python, Java, JavaScript, HTML, CSS, C
Frameworks	React, Vue
IT Experience	Computer Hardware, Customer Service, Tech Support, Office 365
Other	Photoshop, Test-Driven Development, Network Protocols, Github, Linux terminal, Android development

Experience

Helpdesk Technician *Chicago, IL*
Loyola University Chicago *Jan. 2019 - Sept. 2020*

- Provided customer service to students, faculty, staff, alumni, and contract employees with any issues concerning Loyola University Chicago's accounts, wireless networks, computer hardware, software, and applications.
- Operated in a team-oriented environment, trained new staff.
- Troubleshoot problems relating to Office 365, university-owned hardware, software, networking services, file storage, and university accounts.
- Reviewed a knowledge base that contains technical documentation written both for public and internal use.
- Assigned tasks to other teams within the Information Technology Services department.

Projects

Software Systems Laboratory Researcher *Loyola University Chicago*
Research Group *Aug. 2020-Present*

- Created an interactive website using React, CSS, and HTML.
- Consulted professors to create a website that fits their needs.

Oomami *University of Chicago*
Uncommon Hacks 2020 *Feb. 15 - Feb. 16 2020*

- Worked with two other Loyola students to build a working Android application.
- Did front-end design with React Native, and implemented Java using AndroidStudio.

Clicker Quiz *Loyola University Chicago*
Collaborative Web Design Project *Jan. 2020-April 2020*

- Created a quiz using Vue and JSON.
- Users answer multiple-choice or fill-in-the-blank questions.

Education

Loyola University Chicago *Chicago, IL*
Bachelor of Science in Software Engineering *May 2021*

- GPA: 3.75/4.0
- President's Scholarship
- Dean's Scholarship

Northside College Preparatory *Chicago, IL*
High School *May 2017*

- Public selective enrollment high school that accepts 250 students from a pool of 14,000 applications per year.