Maximilian R. Shepherd

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EDUCATION

Illinois State University   **Normal, IL**
Bachelor of Science, Computer Science   Aug 2021-May 2024
Relevant Coursework: Data Structures, Object-Oriented Programming, Software Engineering Principles, Concepts of Programming Languages, Database Design
Honors & Awards: Illinois State Scholar, Dean's List, and ISU Presidential Scholarship Recipient
GPA : 3.96/4.0

Illinois State University   **Normal, IL**
Master of Science, Computer Science   Aug 2024-May 2025
Relevant Coursework: Artificial Intelligence

PROFESSIONAL EXPERIENCE

Student Affairs IT   **Normal, IL**
Endpoint Support Specialist   Mar 2023-Current
- Deliver high levels of customer service to over 2,500 university staff
- Manage the lifecycle of over 3,800 pieces of technology including computers, printers, mobile devices, etc
- Install both out-of-box and custom-made software solutions for many university departments
- Responsible for the receiving and tracking of all endpoint devices for State of Illinois inventory purposes
- Create and implement process improvements to streamline device imaging and replacement cycles
- Train and mentor employees on business operations, troubleshooting procedures, and documentation

Berkot's Super Foods   **Manhattan, IL**
Grocery Clerk   Aug 2020-Jan 2023
- Provided amazing customer service by assisting in finding items, general questions, and other needs
- Safely operated heavy machinery to unload deliveries, to have a seamless inventory replenishment
- Cashiered and assisted customers in the checking out process and ensured a positive customer experience
- Efficiently scanned in all the new stock and communicated it to the system

ORGANIZATIONS AND INVOLVMENT

ISU Competitive Coding Team   **Normal, IL**
Member   Sep 2023-Current
- Actively Preparing for the IEEEXtreme Team Programming competition
- Engaged in regular mock competitions against other members to refine coding and problem-solving skills
- Studied common algorithms and problem types, thereby increasing problem-solving proficiency and accuracy

ISU Web Development Club   **Normal, IL**
Member   Sep 2023-Current
- Explored a variety of areas of web development including development techniques, languages, and frameworks
- Collaborating with peers in order to plan and create one large semester long group project
- Explored and talked to actual frontend developers about the Web Dev career path and opportunities

ISU Investing Club   **Normal, IL**
Member   Feb 2023-Current
- Participated in investing competitions, using a multitude of investing strategies throughout
- Explored the idea of algorithmic trading and gained insights into automated investment strategies

Kappa Sigma Fraternity   **Normal, IL**
Academic Chair   Aug 2021-Current
- Organized study sessions and facilitated peer tutoring in order to assist others in their academic journey
- Received The Donald C. Dilley, Jr. Scholarship-Leadership Award

ADDITIONAL

Technical Skills: Java, C++, JavaScript, HTML, CSS, Python, SQL, Active Directory, SCCM, Cherwell Service