

## Objective

I am an undergraduate student working towards a bachelor's degree in software development. I am seeking for opportunities to gain experience as a software developer.

## Skills

- Front-end web development using HTML, CSS, and JavaScript
- Back-end web development using Node.js and Express.js
- Data structures and algorithms using Python
- Database management using MySQL
- Application development using RESTful APIs
- Familiarity with other languages such as Java, C#, C++, etc.

## Experience

### Co-op Information Technology Intern / Hancock Whitney

September 2021 - Present

- Respond to calls and ServiceNow tickets opened by enterprise users
- Troubleshoot a wide variety of technical issues, both hardware and software
- Utilize remote desktop technologies and command-line tools
- Provide clear troubleshooting instructions to users over the phone
- Research knowledge base articles and previous incidents to resolve current issues
- Administer user accounts and reset passwords when necessary
- Communicate and escalate larger issues to the appropriate organizational team

### Student Worker / Mississippi Gulf Coast Community College

January 2020 - May 2020

- Worked for faculty members of the school's Information Systems Technology department
- Provided tutoring for students in programming courses
- Contributed to the planning of course materials
- Assisted with the development of the school's iMac lab

## Education

### Western Governors University

August 2021 - July 2023 (In Progress)

- Bachelor of Science in Software Development

### Mississippi Gulf Coast Community College

August 2019 - May 2021

- Associate of Science, Computer Science Major
- Associate of Applied Science in Computer Programming
- Associate of Applied Science in Coding Technology

## Certifications

- **CompTIA A+**
  - Verify at [verify.comptia.org](https://www.verify.comptia.org) with the code: 2TY58Y6F4LRQ1DCC
- **CIW Site Development Associate**
  - CIW ID: 903851