Oz Birdett

Fort Worth, TX, 76126 | **817-559-5284** | ozbirdett@gmail.com | **Personal Website:** ozbirdett.com
https://www.linkedin.com/in/ozbirdett/ | **Github:** https://github.com/OzBirdog

CAREER PROFILE

Graduated with a Bachelor of Science in Computer Science from ABET accredited program at University of North Texas. Experienced in technical support, coding, problem solving, and communication. Currently working as a Technical Support Specialist at First Command Financial Services.

EMPLOYMENT EXPERIENCE

First Command Financial Services, Technical Support Specialist (Contractor)   July 2025 - Present
- Provide tier one technical support to over 500 employees through phone and ticket support.
- Support includes account management, computer setup, software support, hardware setup, and resolving general technical issues
- Communicate and collaborate with other teams and departments to resolve tickets, as well as escalate tickets to appropriate teams
- Wrote Knowledge Base articles for various processes used by the team

EMP Manufacturing, IT Support Specialist   July 2023 - Feb 2025
- Provided 24/7 IT support, assisting up to 20 employees.
- Responsible for administrative duties such as creating log-ins, managing emails, giving SharePoint access and managing security groups.
- Provided technical support by installing and troubleshooting software, setting up network devices and phones, and fixing general technical issues.

EDUCATION

University of North Texas | Denton, Texas
Masters of Science | Artificial Intelligence   Expected May 2028
Bachelor of Science | Computer Science | ABET accredited   Aug 2020 - May 2024

TECHNICAL SKILLS

Programming Languages/Frameworks: C++ (Interm.), C (Interm.), Java (Interm.), JavaScript (Interm.), HTML (Interm.), CSS (Interm.), Python (Interm.), SQL (Beg.), React.js (Interm.)

Operating Systems: Windows, MacOS

Software: Git/Github, Salesforce, Genesys Cloud, Microsoft 365, Microsoft Azure, Microsoft Active Directory

CODING PROJECTS

Garage Sale Finder (https://github.com/eagle-garage-sale/Garage_Sale_Finder)
- Collaborated with a team over two semesters on a website that helps people find garage sales in their area
- Designed UI elements, developed frontend and backend for adding garage sale listings, as well as individual listing pages
- Utilized JavaScript, React.js, CSS, Python, Flask, SQLite, Google Map API, and Agile Scrum

Mean Green Deal (https://mean-green-deal.github.io/)
- Collaborated with a team over a semester on a website that encourages campus recycling
- Designed UI elements and implemented with Google Map API services for user location and tracking
- Utilized HTML, CSS, JavaScript, Google Map API, Firebase API, GitHub Pages, and Agile Scrum

Portfolio Website (ozbirdett.com)
- Developed a personal portfolio website to showcase my projects, resume, and contact information in a user-friendly format
- Built using React.js, JavaScript, CSS, and Github Pages

AWARDS/SCHOLARSHIPS

College of Engineering Dean's List (GPA 3.5 or Higher)   Fall 2020, Spring 2023, Fall 2023
University of North Texas President's List (Perfect GPA of 4.0)   Spring 2020, Fall 2023
Eagle Scholarship (Maintain GPA of 3.5)   Fall 2020 - Spring 2024