**Jane George Customer Service Expert • Computer Science Specialist**

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**PROFESSIONAL SUMMARY**

Computer Science major with customer service experience and a passion for building real-world solutions through code. Skilled in Microsoft Office with strong communication and problem-solving skills. A proactive team player eager to apply technical and customer service experience to a full-time software engineering role after graduation.

**EDUCATION**

**Associate of Science in Computer Science Expected Graduation: Dec 2025**

College of Lake County Grayslake, IL

* Planning to transfer to a University to pursue a Bachelor’s in Computer Science
* **Relevant Coursework:** MCS142 Data Structures and Algorithms, MTH145 Calculus and Analytical Geometry, MCS240 Computer Organization and Architecture

**KEY SKILLS**

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| --- | --- | --- |
| * HTML | * CSS | * JavaScript |
| * Python | * Word | * Excel |
| * Powerpoint | * Outlook |  |

**WORK EXPERIENCE**

**Merchandise Associate** Aug 2023 - present

Marshalls LLC.

* Collaborated with co-workers to put the merchandise back on the sales floor
* Cleaned and maintained fitting rooms to create excellent customer experience
* Communicated with management when I needed a schedule change and when associates were unprofessional to create a safer working environment
* Engaged with customers to increase sales and customer satisfaction by 15%
* Assisted customers with getting merchandise in display cases
* Took initiative to mentor a new team member, demonstrating leadership and responsibility in guiding them through tasks and company procedures

**PERSONAL PROJECTS**

**Home Server**

* Built a home server for file storage, media streaming, and remote access, reducing reliance on cloud services.
* Automated backups and system monitoring for improved reliability.

**Facial Recognition Camera**

* Created a facial recognition camera with 90%+ accuracy for secure ID verification.
* Enabled real-time alerts for unknown faces using Flask and Twilio.

**Home Security System**

* Developed a Raspberry Pi–based security system with motion and door sensors.
* Added mobile alerts and remote monitoring for fast incident response.