

Sanaia Washington

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EDUCATION

UNIVERSITY OF HOUSTON

Cullen College of Engineering Technology Division, B.S of Computer Information Systems
Overall GPA: 3.4 Major GPA: 3.9

Houston, Texas

May 10th, 2025

TECHNICAL SKILLS

Coding Languages: C++, CSS, HTML, JSON, REST API, .Net Java, JavaScript, Python, Vue.js, Node.js

Developer Tools: Git, PyCharm, MS Visio, Visual Studio, Security Onion, Kali Linux, MS Project

Database/Cloud: AWS Platform, Oracle, MySQL, DynamoDB, MongoDB, VMware

Technologies/Frameworks: GitHub, Jira, MS Office, PowerPoint, Word, Access, Excel, Project, Google Docs, Sheets, Drive

- Proficient in full-stack web development, with strong coding/scripting skills in JavaScript, HTML/CSS, Node.js, Python, and SQL.
- Familiar with intrusion detection and prevention in web environments, including monitoring HTTP traffic, detecting malicious input (e.g., SQLi, XSS), and implementing effective access controls and logging strategies.

WORK EXPERIENCE

National Rural Telecommunications Cooperative

Tier 2 Support Agent

Remote

Oct 2024- Feb 2025

- Managed ticket escalations through Jira to address and resolve technical issues, including network disruptions, hardware malfunctions, and software errors.
- Provided technical support and solutions to rural telecommunications providers, ensuring reliable and efficient service delivery.
- Collaborated with team members to implement telecommunications technology upgrades, enhancing connectivity and operational efficiency.

Flynn Group

Information Technology Intern

Independence, Ohio

Jun 2022 – Aug 2024

Sales Discrepancy Reimports

- Utilized remote desktop tools to execute batch scripts for reimporting sales data, ensuring data consistency and integrity across systems.
- Managed the reimport process for an average of \$11,000 in daily sales transactions, maintaining precise reporting and analytics.

OA SessionM IDs

- Configured system parameters to enable personalized marketing and integrate remote ordering capabilities.
- Implemented and managed system settings for online ordering integration across 369 restaurants, resulting in enhanced sales performance and operational efficiency.

Changeset Packages

- Conducted comprehensive validation of changeset packages to confirm successful deployment and system synchronization.
- Executed recovery procedures for failed changeset packages and re-published updates to all affected locations to ensure continuous system integrity.

Automation Project: Windows Upgrade

- Developed and implemented a batch upgrade solution, significantly reducing manual intervention and accelerating the migration timeline.
- Automated the upgrade process for over 500 BOHs (Back Office Hardware) from Windows 7 to Windows 10, utilizing scripting and deployment tools to streamline the transition.

University of Houston

IT Support Call Center Operator

Houston, TX

September 2021-June 2022

- Provided remote IT support to UH users to ensure sustainable application performance.
- Assisted 50+ computer users daily with setup, maintenance and troubleshooting problems or issues with their computers via phone.
- Maintained customer satisfaction by creating accurate help desk tickets focused on addressing customer needs and resolving concerns.
- Resolved diverse range of technical issues across multiple systems and applications for customers and end-users across various time zones.
- Assisted users with installing internal software.

PROJECTS

Sayles Away Travel Full Stack Web Application *VS Code, Python, MySQL, MS Visio, AWS Database, React*

- Managed a team of 7 as project manager, overseeing project timelines, task delegation, and team coordination to ensure successful delivery of a full stack travel web application.
- Engineered the front end of the website using React, Node.js, HTML, and CSS to deliver a sleek, responsive, and user-friendly interface aligned with modern UI/UX standards.
- Designed and implemented a comprehensive deployment plan leveraging GitHub and project management tools like Microsoft Project, ensuring seamless CI/CD workflows and production readiness.

Intrusion Detection and Incident Response *Wireshark, VMware, Security Onion, Kali Linux*

- Analyzed threat detection incidents using Wireshark, dissected firewall breaches with Security Onion and Kali Linux.
- Documented incidents formally with detailed screenshots and explanations using Microsoft Word.

Information Systems Infrastructure Networks *MS Word, MS Visio*

- Designed a comprehensive network infrastructure and ISO networking model, including cost analysis.
- Mapped out network architecture encompassing circuits, devices, Wi-Fi channels, IP subnets, connections, and topologies.
- Identified and applied key network concepts: HTTPS, DNS, DHCP, TCP/IP, Subnet masks, and CIDR block formatting.

Information Systems Application Development *Python, VS Code*

- Created a computer service parts menu using Python, incorporating a user-friendly interface.
- Mapped out network architecture encompassing circuits, devices, Wi-Fi channels, IP subnets, connections, and topologies.

Advanced Application Development *Python, VS Code, JavaScript, Node.js*

- Developed and deployed a full stack web application, utilizing Node.js for server-side functionality and integrating both front-end and backend components.
- Implemented dynamic features on the website, enhancing user experience with a responsive design and seamless interactions.