#### **Career Focus: Information technology / Computer Science Intern**

Microsoft-Certified Information Technology major skilled in Windows and Macintosh Operating Systems. Strong background in providing outstanding customer service along with collaborating with co-workers to solve problems.

#### **Education**

**Bachelor of Science, Information Technology GPA 3.8** Expected Graduation 2023

*Oakland University, Rochester Hills, MI*

#### **Projects**

**To be determined… hopefully soon.**

#### **Employment**

**I.T Assistant, September 2020 – present**

*FEV North America, Auburn Hills, MI*

* Performed repairs and troubleshooting solutions to PC hardware, operating systems, and software applications.
* Responded to user requests for service and helped develop solutions.
* Added to and updated company’s intranet website, including “how-to” and FAQ’s.
* Contributed to finding solutions with FEV NA’s IT Team during critical network issues.

**Clerk, September 2016 – 2020, 4 years**

*Cherokee Insurance Company, Sterling Heights, MI*

* Distributed mail after processing through insurance software/database and filed accordingly.
* Worked with Excel to create spreadsheets that tracked and analyzed checks and mail.
* Interacted with coworkers on daily basis.
* Handled multiple bill status questions and complaints and provided customers with desired resources.

#### **Technical skills**

**Network Administration:**

* Microsoft Certified in Windows Operating System, Security, and Cloud Fundamentals.

**Operating Systems:**

* macOS.
* Windows 7 - 10.

**Programming Languages and Software Applications:**

* HTML, CSS, Python, C, Swift, Visual Basic.
* Microsoft Office Certified.

**Learning Online:**

edX: Harvard CS50x - Introduction to Computer Science:

* Taught how to think algorithmically and solve problems efficiently through abstraction, algorithms, data structures, encapsulation, resource management, security, and software engineering.

SoloLearn:

* Took language-specific courses on coding fundamentals in HTML, CSS, Python, and Swift.

#### **activities, awards**, **And Hobbies**

**Ice Hockey Player:** Oakland University 2019, Metro Jets 2018, Warren Mott 2017.

**Phi Theta Kappa Scholarship:** $2,500 Transfer Scholarship from Macomb Community College for GPA 3.5+.

**3D Printing:** Designed, prototyped, and printed household utilities.