

Se Seung Oh

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PROFESSIONAL SUMMARY

Results-driven Information Science student pursuing a Bachelor of Science degree with expertise in communication, programming, and customer service. Proven aptitude for data entry and analytics roles, offering exceptional problem-solving skills and a keen focus on data security. Committed to driving organizational success by applying knowledge, embracing learning opportunities, and delivering impactful contributions in the IT field. Ready to collaborate and make a lasting impression.

EDUCATION

University of Maryland, College Park
B.S. in Information Science (GPA: 3.50)

College Park, MD

- Awards: Dean's Honors List
- Relevant Coursework: Information Organization, Statistics for Information Science, Object-Oriented Programming for Information Science, Database Design and Modeling, Technologies, Infrastructure and Architecture, Information User Needs and Assessment, Decision-Making for Information Science,

WORK EXPERIENCE

Bestbuy
Geeksquad Agent

Germantown, MD
September 2023 – Current

- Assisted customers with implementing data backup solutions to prevent data loss.
- Coordinated device repairs, either in-store or through authorized repair centers.
- Identified and resolved hardware and software issues on various devices.
- Conducted diagnostics to pinpoint problems and provided effective solutions.
- Installed and updated operating systems, drivers, and various software applications.

Accessibility MedCare LLC
Childcare Technician

Derwood, MD
October 2021 – June 2023

- Provide 1:1 therapy sessions, focusing on daily living skills, language development, and academic progress for children with Autism
- Offer caregiving assistance while encouraging and supporting individuals to achieve a 30% increase in independence.
- Communicate effectively with a multidisciplinary team of therapists, collaborating on treatment plans and progress updates.
- Cultivate meaningful relationships with individuals who have ASD, resulting in a 20% improvement in communication skills.
- Document comprehensive weekly notes, sharing valuable insights on one-on-one visits and tracking progress over time.

UMD School of Information Studies
Academic Peer Mentor

College Park, MD (Remote)
August 2022 – January 2023

- Facilitated student learning by providing individualized guidance and support, both in one-on-one settings and small group environments.
- Demonstrated a hands-on approach by leading and facilitating 100% of the class sessions' interactive activities.
- Assisted in grading objective assignments, contributing to 90% of in-class grading for accurate and timely assessment.

SKILLS / KNOWLEDGE

Collaborative Work | Initiative | Leadership | Programming (Python, SQL, HTML, CSS, JavaScript, C++) | Agile Methodology | Data Analysis | Product Development Life Cycle | User Behavior | User Research | Data Entry | FACE | MRI

PROFICIENT TOOLS

Excel | PowerPoint | Tableau | Visual Studio Code | Google Suite | Cisco Packet Tracer | Figma | Marvel | R Studio | UserZoom | Microsoft Office