Amala Shaji

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PROFESSIONAL PROFILE

Motivated and analytical computer engineering student with a strong foundation in web development, software engineering, and project management. Proficient in C#, Python, JavaScript, and front-end web technologies, coupled with hands-on experience in debugging, code review, and curriculum creation. Also proficient at crafting user-friendly interfaces, implementing technological solutions, and spearheading curriculum efforts in educational settings. Seeking a summer 2026 internship in cyber control account management or software development.

CORE COMPETENCIES

Analytical Problem Solving | Effective Communication | Team Collaboration | Adaptability & Resilience | Proactive

EDUCATION

Computer Engineering with minor in Math
University of North Texas, Denton, TX   Expected Graduation Date: May 2026

CERTIFICATIONS & ONLINE TRAINING

LinkedIn Learning: End-to-End Data Engineering Project   May 2025
LinkedIn Learning: Data Engineering Foundations   May 2025
Coursera: Introduction to Artificial Intelligence (AI)   December 2024
Microsoft Suite Certification   May 2021

EXPERIENCE

Waffle House   May 2022 - Present
Server/Gill operator   Denton, TX
- Managed a high-volume restaurant serving an average of 80 customers per shift, maintaining a 98% order accuracy rate.
- Implemented a customer feedback system, leading to a 15% increase in overall customer satisfaction.
- Enhanced customer experience by memorizing and recommending personalized menu options, resulting in a 20% increase in sales.
- Resolved customer issues promptly, achieving a 100% customer satisfaction rate in conflict resolution.

Thompson's Importers and Exporters INC.   May 2021 - Decemebr 2023
Computer Tech Intern   Sunnyvale, TX
- Contributed to a 30% reduction in unresolved IT tickets by providing effective troubleshooting solutions.
- Averaged 50+ technical support inquiries weekly, maintaining a 95% satisfaction rate among end-users.
- Responded to and resolved 80% of support tickets within 1 hour, minimizing downtime and ensuring operational continuity.
- Collaborated with a cross-functional team to implement 15+ IT solutions, resulting in streamlined processes and a 25% increase in departmental efficiency.

TECHNICAL SKILLS

Programming Languages: Python (Intermediate) | C++(Intermediate) | Java(Beginner) | HTML(Beginner)
Software: Arduino IDE | Other Embedded Systems IDEs | PCB designing software | 3D printing CAD software | MS Suite
Hardware: ARM & LEG controllers and boards | Raspberry Pi | Arduino boards | Sensor interfacing | Actuator interfacing
Additional Skills: 3D Printing | Writing technical documents (requirements document, project plan, test plan, user guides)
Languages: English | Malayalam | Hindi | Spanish | ASL

LEADERSHIP | CAMPUS | COMMUNITY INVOLVEMENT

UNT Women in Computing   August 2023 - Present
UNT Black STEM Association   October 2023 - Present
UNT Asian Student Association   January 2021 - Present
Teach Sunday School (CCD)   August 2020 - Present
Church Choir Director (English and Malayalam)   January 2015 - Present
Church Youth Council   January 2016 - July 2023