SHYAN WALKER

COMPUTER SCIENCE PROFESSIONAL

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CAREER SUMMARY

Computer Science Professional with 4+ years of experience in software engineer project coordination, exhibiting a strong record of analytical and technical acumen, systemizing technical strategies to strengthen product deliverable and computational processes via innovative leadership.

Core competencies include cross-functional team leadership, stakeholder engagement, strategic planning, process improvement, and cost control.

SKILLS

Office Suite: Microsoft Office (Excel – PowerPoint – Word) – Google Workspace
Technical: SQL – Python – Java – UNIX – JavaScript – HTML – CSS – node.js – Angular
Computer Science: Data Analysis – Software Engineering & Development – Project Management – Technical Writing

PROFESSIONAL EXPERIENCE

BUSINESS OPERATIONS COORDINATOR — September 2018 – Present
Macon Manor Bed & Breakfast / New York, NY

- Oversees daily functions across the business's sectors including financial, customer relations, and information technology to strengthen overall business performance; leads quarterly communications with cross-functional teams to warrant a +95% operational success rate.
- Establishes business metrics, reporting and review mechanisms to enable data-driven decision making at pace as well as setting up repeatable and scalable mechanisms to delegate operations for 15+ employees including, client relations, maintenance, and finance.
- Provides senior management team officials with customer insights as new initiatives are being identified, prioritized, implemented and deployed to drive bookings and client satisfaction; serves as key member in the business's quarterly revenue growth of $300K+.

INFORMATION TECHNOLOGY SPECIALIST — January 2018 – February 2019
Brockport IT Service Desk / Brockport, NY

- Managed information technology operations to across 14+ different departments servicing 10K+ individuals across the university to strengthen network, tech frameworks, and overall technology usage including retrieving/renewing passwords and network access.
- Created solutions to run predictions on established systems with exposure to innovate technologies that would decrease IT tickets and increase network infrastructure speed; suggested the enactment of a ticketing solution to decrease issue reports by +5% per semester.
- Documented network malfunctions across two (2) database platforms and algorithms in the form of tickets to keep track of number of daily cases; collaborated with senior IT officials to manage ~35 daily ticket cases, resulting in an average of ~2-minute resolution time.

INFORMATION TECHNOLOGY OPERATIONS ANALYST — January 2018 – February 2019
Brockport IT Classroom Tech / Brockport, NY

- Served as one (1) of four (4) lead IT classroom assistants to lead the coordination of technology usage, including, preparing computer equipment, administering software utilized by senior faculty members, and the status of technology infrastructure across campus.
- Administered technology operations in relation to design, build, and maintenance across software's and daily technology that was utilized by students, faculty, and ad-hoc team members; recognized as lead IT assistant for individually helping 120+ quarterly members.
- Collaborated with 3+ cross-functional teams across the university's service desk, including, but not restricted to network engineering team, software developers, and information technology associates to administer information technology operations for 5K+ students.

PROFESSIONAL DEVELOPMENT

Member — March 2020 – Present
Alpha Phi Alpha Fraternity Incorporated

Director of Records — September 2018 – May 2019
Men of Color Organization

Secretary — September 2017 – May 2018
African Student Union at SUNY Brockport

EDUCATION

Bachelor of Science in Computer Science / State University of New York – The College at Brockport — May 2021
Relevant Coursework: Software Engineering, Fundamental of Computer Science II, Data Analytics

Certification of The Complete Web Developer in 2022: Zero to Mastery — Jan 2022
Online Course – Udemy.com