

# Simon Yoseph

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## EDUCATION

### Towson University, Bachelor of Science in Computer Science

*Activities:* Software Engineering Club | Ethiopian-Eritrean Student Association

*Relevant Coursework:* Web Development | Data Structures & Algorithms | Data Networks and Communications | Linear Algebra

## EXPERIENCE

### Fearless

**June 2025 - Present**

*IT Help Desk Coordinator Intern*

*Baltimore, MD*

- Own the onsite end-user technical experience for 100+ employees, managing incidents and support tickets for macOS, Windows, and SaaS applications in line with SLAs.
- Create and maintain clear SOPs and support guides for Google Workspace, Microsoft tools, Akamai and MFA systems, reducing repeat tickets by 30% and empowering self-service.
- Improve proactive threat detection and incident response by analyzing login attempts, endpoint activity, and system logs with Datadog and Sophos Central; escalated findings to engineering to inform product improvements.
- Coordinate hybrid office operations, managing asset tracking, hardware deployment, and vendor interactions to ensure scalable, seamless support.

### National Science Foundation, Baltimore Data Science Division

**January 2024 – May 2024**

*Data Science Intern*

*Baltimore, MD*

- Automated complex workflow processes using Python and Streamlit, reducing operational friction and improving time-to-resolution by 30%.
- Designed a dashboard to visualize incident trends and user friction data, enabling informed forecasting and proactive planning with leadership.
- Partnered cross-functionally with stakeholders to manage sprint deliverables in Jira, ensuring compliance with project hardware and data standards.

### Towson University

**August 2021 – May 2024**

*IT Support & Building Manager*

*Baltimore, MD*

- Provided on-site end-user support and executive-level assistance, resolving incidents and requests for 300+ devices across macOS, Windows, and SaaS environments.
- Developed and implemented an in-person and phone-based ticketing system to prioritize hardware and workflow needs, meeting a 95% fulfillment rate.
- Managed asset inventory, hardware lifecycle, and deployment logistics to reduce turnaround time by 20% while maintaining operational excellence and security.
- Created root cause analyses and process documentation to improve self-service and reduce recurring issues.

### Westat

**June 2023 – February 2024**

*Technical Data Entry*

*Rockville, MD*

- Reduced a major data entry backlog by 50% by developing Excel macros that automated repetitive formatting and validation tasks.
- Executed daily audits and checklist routines on sensitive data assets, maintaining strict compliance with zero security incidents across 8 months.

## PROJECTS

### Travel Trove AI Website - <https://github.com/SimonYoseph/travel-trove-ai>

- Developed a full-stack web application with React and Node.js to help users find travel deals using AI-powered recommendations.
- Implemented user authentication, data storage with MongoDB, and API integrations to enhance functionality.

### Netflix Clone - <https://github.com/SimonYoseph/netflix-clone>

- Developed a full-stack streaming web application using Next.js, React, and TypeScript, with Prisma for ORM and MongoDB as the database.
- Integrated Firebase authentication for secure user login and registration, including session handling and route protection.

## SKILLS

Languages: Python, Java, JavaScript, C++, SQL, HTML, CSS

Tools & Frameworks: React, Node.js, Git, Jira, MFA Systems, Microsoft Suite, Datadog, Google Admin, Jamf Pro, Intune, Akamai, Apple Business Manager, Sophos