

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

- Resolving over 15+ IT support tickets daily by diagnosing hardware and software issues using Jira and collaborating with senior mentors on complex cases, achieving a 98% satisfaction rate from internal users
- Enhancing team productivity and reduce recurring technical issues by 30% by creating user-friendly guides for Google Workspace and Microsoft application support.
- Building a fully functional Jira help desk system from the ground up to support over 200+ users, by designing workflows, automating ticket routing, and collaborating closely with the IT Manager.

National Science Foundation, Baltimore Data Science Division

January 2024 – May 2024

Data Science Intern

Baltimore, MD

- Achieved a 30% reduction in data processing time by automating lifecycle workflows using Python and Streamlit.
- Improved data interpretation speed by 25% by designing and deploying a Streamlit dashboard that visualized key service call trends and anomalies.
- Ensured 100% compliance with project hardware deliverables by managing Jira sprint cycles and conducting weekly check-ins with cross-functional teams.

Towson University

August 2021 – May 2024

IT Support & Building Manager

Baltimore, MD

- Achieved a 95% fulfillment rate for IT resource requests by implementing an in-person/ phone ticketing system to prioritize hardware and support needs.
- Decreased office deployment turnaround time by 20% by coordinating IT equipment delivery and setup across university departments.
- Maintained consistent performance and security across 300+ devices by overseeing diagnostics, repairs, and hardware lifecycle management.

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: Streamlit, React, Node.js, MongoDB, Git, Jira, Zendesk, Microsoft Excel (Macros), AutoCAD