

Simon Yoseph

Lanham, MD, US • 301-213-9202 • simon97862012@gmail.com • [LinkedIn](#) • [GitHub](#)

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

- Reduced repeat IT support ticket volume by 30% by creating and maintaining clear technical documentation and support guides for Google Workspace and Microsoft tools.
- Improved threat detection and system reliability by analyzing login attempts, endpoint activity, and system performance logs using Datadog and Sophos Central, enabling proactive security and troubleshooting.
- Enhanced cybersecurity posture across the organization by leading phishing simulations, conducting employee security awareness training, triaging vulnerabilities, and implementing secure backup protocols.
- Streamlined hybrid office operations by coordinating equipment setup, managing asset inventory, and responding to IT incidents, ensuring smooth day-to-day technical support.

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: React, Node.js, Git, Jira, MFA Systems, Microsoft Suite, Datadog, Google Admin, Jamf