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Current Student (Remote)

krownaes@gmail.com

(404)-645-0818

Enthusiastic CS Student eager to contribute to team success through hard work, attention to detail and excellent work ethic. Motivated to learn, grow, and excel in the fields of Artificial Intelligence, Data Science and Software Development.

# Professional Experience Education

**Xbox Support Representative**

Sutherland Global Services, ATLANTA, GA I July 2016 - August 2018

* Created reports that would be sent out company-wide to assist other agents with their calls.
* Troubleshooted software and hardware issues with Microsoft and Xbox Users to resolution.
* Created reports that would be sent out company-wide to assist other agents with their calls.
* Handled Billing, Account, Hardware, Fraud and Enforcement issues.
* On multiple occasions, shows as the top support rep via positive survey metrics.
* Worked in a fast past environment that had me speaking with 50+ customers a day.

**Inventory Specialist/Office Admin/Consultant**

Atlanta Center for Breast and Aesthetic Surgery, ATLANTA, GA I July 2014 – July 2022

* Cross-trained in every aspect of the medical office and regularly filled in other positions.
* Regularly come in to fix any IT related issues for the office on a consultative basis.
* Created, managed and was first support contact for the company EMR system and patient intake form website.
* Obtained notary certification and handled medical record release.
* Familiar with HIPPA and routinely handled sensitive information without issue.
* Would train new hires on EMR software and business practices.

**Integration Manager (Temp)**

*PROSYS/Partners Personnel, Alpharetta, GA | May 2022 – June 2022*

* Update, Manage and troubleshoot multiple client devices on racks in bulk. (Truist, AT&T, QT, etc)
* Assist other integration technicians with training and would regularly cross-train myself in other clients daily duties.
* Image PC’s, Update Bios and onboard new software to devices en masse.
* Regularly lift anywhere between 15 -70 lbs in a day.
* Handle, unbox, stage and repack equipment.

**Software/Web Development(2 Years)**

*Projects and experience from AS and BS Computer Science coursework*

* Created a Web App Fitness Planner with other student to simulate the software development life cycle.
* Created a simple app in Android Studio that allows users to rate and save manga titles pulled from a searchable SQL database.
* Worked on a website that simulated a shopping cart to show understanding of Java Servlets
* Exposure to Data Structures and 7 other programming courses from both colleges( Java, JavaScript, C++, C#, SQL and Ruby)

**Bachelor of Science in Computer Science**

Kennesaw State University at Kennesaw, GA I January 2021- December 2023

**Associate of Science in Computer Programming**

Atlanta Technical College at Atlanta, GA I

January 2018 - December 2020

**Key Skills**

Java

C++

C#

SQL

JavaScript

Microsoft Office Suite

Google Application Suite

Python

Analytical skills

Data Structures & Algorithms

Software Design

Full Stack Web Development

SalesForce

# Certifications

**C++ Certification**

December 2020

**Java Certification** December 202