Tayah Lewter

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Education

Bachelor of Science - BS in Information Technology, GPA: 3.0   *August 2020 - May 2025*

Winston-Salem State University, Winston-Salem, NC

First-Generation College Student

Organizations:

- **Association of Computing Machinery (ACM), President and Female Chair -** Led an organization of 40 students, fostering a collaborative environment and promoting computing knowledge.
- **Caribbean Student Association, General Body Member -** Actively participated in events and initiatives aimed at supporting Caribbean culture and community on campus.
- **Student Activities Board, Decorations Committee -** Contributed to the planning and execution of decorations for 10+ school events.

Technical Skills

- Programming Languages (Java, VB.Net, Python, SQL)
- Web Development (HTML, CSS, JS, Angular)
- Tools (GitHub, Jira, VS Code, Figma)
- Data Analysis (Power BI, Tableau)
- Microsoft Office Suite

Professional Experience

Junior Application Analyst, Work Study   *November 2024 - Present*

Winston-Salem State University Office of Information Technology, Application Administration Services

- Support application administration tasks, assisting in maintaining and optimizing university software systems to enhance user experience.
- Conduct data analysis and generate reports while also participating in application testing and implementation, supporting decision-making processes within the department, contributing to improved operational efficiency.
- Collaborate with IT teams to troubleshoot and resolve application issues, aiming to reduce resolution times over the next semester.

Software Engineer, Intern   *May 2024 - August 2024*

Nationwide Mutual Insurance Company, Remote

- Actively contributed to the development of a web application, collaborating with a cross-functional team to deliver high-quality software solutions.
- Gained hands-on experience in coding, testing, and debugging applications using various programming languages and tools. While, also participating in code reviews.
- Independently learned and implemented Angular, enhancing the application's front-end functionality and user experience.

Help Desk Support Technician, Work Study   *August 2023 - May 2024*

Winston-Salem State University Office of Information Technology, Client Technology Services

- Provided technical assistance and customer service support to end-users by troubleshooting software, hardware, and network connectivity issues. Resolved roughly 10 service tickets per week, consistently meeting or exceeding established service level agreements (SLAs).
- Resolved service tickets within established SLAs to ensure timely resolution and customer satisfaction. Achieved a 100% satisfaction rate from staff, students, and faculty.
- Assisted with the configuration and imaging of 15+ desktop computers and laptops.

Projects

CRADA Project | National Security Agency LTS   *January 2024 - March 2024*

Collaborated with a team of four from Winston-Salem State University on an artificial intelligence created "Driver Hiring System" with the NSA Laboratory for Telecommunication Sciences under a Cooperative Research and Development Agreement. Contributed by performing vulnerability testing to identify and address security weaknesses in the system.

Nationwide Hackathon/Code-A-Thon   *March 2024*

Led a team of 5 to develop a volunteer matching platform during a 24-hour coding challenge in collaboration with Nationwide, resulting in a first-place win. The project focused on computing for social good, connecting volunteers with organizations through an innovative web solution using HTML, CSS, and Javascript.