

EDUCATION

Middle Tennessee State University Murfreesboro, TN (Fall 2019)

Bachelor of Science – Professional Computer Science

Minors – Mathematics and Foreign Language: Japanese

Selected Courses:

Algorithms and Data Structures
Assembly and Computer Organization
Compiler Design and Software Development
Calculus III
Advanced Japanese III

Languages:

C++
Java
HTML/CSS/Javascript

Applications:

GitHub
GIMP
GNU/Linux
Microsoft Office

WORK EXPERIENCE

FedEx

EMR Technician

Lebanon, TN

01/2018 – 07/2018

- Modify bios settings
- Raid Setup
- Install hardware
- iDRAC management
- Imaging
- Package and label computers including additional peripherals

Honeywell/Viacom (NTT Data)

IT Helpdesk Technician

Nashville, TN

01/2017 – 12/2017

- Use the Remedy and ServiceNow's ticketing system and BT's VoIP system.
- Troubleshoot Honeywell employee technology issues, such as assisting in password resets related to Active Directory, LDAP, and SAP.
- Assisted in migration from Office 2007 to O365.
- Remotely mapped network drives to install software, and guided users to request new hardware, software licenses, and various permissions.
- Contacted users through skype, phone, and email to follow-up on their issue and give additional assistance as needed for backlogged issues.

RESEARCH EXPERIENCE

FirstStep Game Development Team

05/2014 – 06/2014

- Used Autodesk Maya to create a 3D environment

FirstStep Mobile Robotics Research Team

05/2013 – 06/2013

- Team oriented project that measured signal range, quality, and the interference caused by different materials encountered in a commercial building environment.

AWARDS / CERTIFICATIONS / ACTIVITIES

- Outstanding Freshman Award, For Outstanding Performance in Computer Science
- Microsoft Office Specialist (MOS 2016) Certification
- Member of ACM, Makers, and Computer Science Connections
- Actively learning Japanese and Mandarin Chinese

