

## 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  
Visual Studio

## 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 2016 Certification
- Member of ACM, Makers, and Computer Science Connections
- Actively learning Japanese and Mandarin Chinese

