






# Terry Kucala

Software Engineer

## CONTACT

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## EDUCATION

BACHELOR OF SCIENCE - 3.4 GPA  
Computer Science / Enterprise Software  
Northern Illinois University, DeKalb, IL  
Expected Graduation December 2024

ASSOCIATE OF ART  
Joliet Junior College  
Joliet, IL, April 2019

## SKILLS

C++  
Swift  
Assembly  
Microsoft Office Suite  
Team management  
Cherwell ticket management system

## INTERESTS

Frontend Development, Microsoft Office Suite, Business Management, Attention to Detail, Resource Management, Team Work

## OBJECTIVE

Skilled and compassionate Information Technology Operations Specialist with 2 years of experience and an additional 6 years of customer service experience. Seeking an internship role as a software engineer for Summer 2024 with a challenging but fun work environment.

## COURSEWORK

### CSCI 340 - Data Structures & Algorithms - B

Coded multiple programs that outlined the usefulness of stacks, trees, queues, deques, and hash tables.  
Worked in a group for all course work in order to build teamwork and productivity.

### CSCI 360 - Assembler Programming - B

Coded subprograms and driver programs using IBM's ASSIST Assembler in zOS. Completed arithmetic using the registers, packed and zoned decimals, and XDUMPS to verify the correct answers.

## EMPLOYMENT HISTORY

Information Technology Operations Specialist

*Northern Illinois University | DeKalb, IL | 2021 - PRESENT*

- Assisted 20 customers daily with most issues being resolved on first contact.
- Ensured there were speedy resolution times by getting back to customers as soon as tickets came in.
- Worked with the team to handle more challenging tickets.

Master Barista

*Target - Starbucks | Plainfield, IL | 2019 - 2023*

- Lead the team daily by giving out a detailed schedule of what was expected for any given day.
- Maintained the stock of the store and ordered only what was needed. Cut costs of needing to throw out overstock by 30%.
- Trained all current and new employees.

Meat Clerk

*Meijer | Plainfield, IL | 2016 - 2019*

- Insured safety standards were met when working with raw meat and seafood.
- Kept customers coming back with a smile by giving the best customer service possible.
- Handled multiple dangerous chemicals safely to make sure the department was cleaned thoroughly every night.