







Terry Kucala

Software Developer

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
Java
Python
Git
Bootstrap
Microsoft Office Suite
Team management
Cherwell ticket management system

INTERESTS

Movies, Video games, Hiking, Traveling,
Managing projects, Creating
applications, Learning new things.

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.

Projects

Electronic Equipment Store - HTML, CSS, SQL, and PHP.

- Created a website that handles inventory management, session shopping cart, checkout with working credit card verification, and order handling.

Quote system - Python, Jinja2, Flask, Bootstrap and SQLite.

- Sales Interface: Designed user-friendly interface for entering quotes and viewing customer details.
- HQ Interface: Developed a quote management system to allow entering discounts and emailing customers.
- Order Processing Interface: Used to convert quotes to purchase orders and managing employee commission.
- Admin Interface: Manages sales rep data and facilitates quote searches.

EMPLOYMENT HISTORY

Information Technology Operations Specialist

Northern Illinois University | DeKalb, IL | August 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 | June 2019 – April 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 | August 2016 – March 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.