Terry Kucala

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| Software Engineer | | | |
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| |  | | --- | | CONTACT |  |  |  | | --- | --- | |  | 1-773-915-3277 | |  | terrybytecodes@icloud.com | |  | Plainfield, Illinois | |  | [github.com/z1943275](https://github.com/z1943275)  [github.com/TerryKucala](https://github.com/TerryKucala) | |  | [linkedin.com/in/terry-kucala](https://www.linkedin.com/in/terry-kucala/) |  |  | | --- | | 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. |
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