Terry Kucala

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| Software Developer | | | |
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| |  | | --- | | CONTACT |  |  |  | | --- | --- | |  | 1-773-915-3277 | |  | terrybytecodes@icloud.com | |  | Plainfield, Illinois | |  | [terrykucala.github.io](https://terrykucala.github.io) | |  | [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 * 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. |
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