

QUALIFICATIONS

- Challenges are encouraged and works extremely well under high amounts of pressure
- Reliable and productive leader with proven ability to take charge of a project
- Known for complex problem solving both on and off the field, in addition to abstract thinking
- In-depth knowledge of Windows OS, Linux, and cyber security

EDUCATION

The Pennsylvania State University, University Park
Bachelor degree in Computer Science

Anticipated Graduation: **May 2021**
GPA: 3.0

University of Pennsylvania, LPS
Certificate in Full-stack WebDev

Anticipated Graduation: **Aug 2020**
GPA:

EXPERIENCE

ASSOCIATION MANAGEMENT CONSULTANTS – Warminster, PA
Community Administrator

2014-2020

- Answered resident calls in a fast-paced environment and high-pressure environment
- Successfully provided support to callers and efficiently resolved caller issues
- Accurately developed and issued warning letters, violation letters, and mailings
- Comprehensively addressed property managers questions and concerns in a timely manner

IT

- Set company up to work remotely for COVID-19 pandemic
- Continual remote support of any technical issues
- Files uploaded to condoManager8, communication with Microsoft Teams, and manager meetings with Zoom
- Remote logins for every employee with LogMeIn

Property Manager Internship

- Compiled an in depth 226-page inspection report with detailed information on the condition of 43 buildings
- Completed mapping of a 200+ unit repaving job with no errors

TECHNICAL SKILLS

Proficient with: Windows, IOS, Android, Windows Security Defender, javascript, html, python, c++, dietPi, KaliLinux, git, vsCode

Fluent in: English and three years of Mandarin currently