

Assistant Manager / IT Specialist Assistant Manager / IT Specialist Assistant Manager / IT Specialist
Katy, TX Determined college senior pursuing a computer science degree with an interest in software engineering. Excellent multi-tasking, interpersonal, and communication skills. Able to grasp new concepts quickly and efficiently. Highly innovative with the ability to work under pressure and cooperate with others. Proficient in C++ and basic skills in Python and Visual Basic. Work Experience Assistant Manager / IT Specialist HCP Wireless - Houston, TX January 2016 to December 2017 Provide technical support and solutions to company regarding malwares and virus attacks Implemented new customer service strategies successfully, increasing customer satisfaction ratings 25 % over 6 months Cross-trained 2 employees to act serve as IT specialists and maintain store inventory Relevant Projects Project Coordinator 2017 to 2017 Created Visual Basic form for student self-management system by organizing each phase of the project while managing 3 team members in completing their assignments Cashier Katy, TX June 2015 to December 2015 Operated computerized cash register handling both cash and credit transactions while providing excellent customer service Education Bachelor of Science in Computer Science University of Houston - Houston, TX December 2018 Skills DATABASE (1 year), VISUAL BASIC (1 year), C++ (Less than 1 year), MYSQL (Less than 1 year), PHOTOSHOP (Less than 1 year) Additional Information Skills Programming: C++, Visual Basic (basic skills), Python (basic skills) Database: MySQL (basic skills) Design Tools: Photoshop CS 4

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