

Luis Daniel Rausseo

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EDUCATION

Texas Tech University, Lubbock, Texas

Bachelor of Science in Computer Science Engineering

Minor in Mathematics

Graduation Date: May 2019

GPA: 3.76

Universidad Simón Bolívar, Sartenejas, Venezuela

Bachelor of Science in Chemical Engineering

Graduation Date: June 2013

EXPERIENCE

TTU IT Help Central, Lubbock, Texas

Student Supervisor / Quality Lead

April 2017 – Present

- Work 20 hours per week while taking full-time classes.
- Supervise and provide support to approximately 10 Student Analysts and Technicians per shift.
- Diagnose, troubleshoot and document IT related issues via phone call or in person.
- Evaluate and review quality evaluations and surveys, and coach peers regarding their performance.
- Developed a Survey processor framework using VBA that decreased processing time from 60s to 10s.
- Developed a web application which interacts with Office 365 resource calendar, Google Calendar and When2Work to schedule coaching sessions for the Quality department.

Miami Dade College, Miami, Florida

International Student Service Clerk

January 2015 – April 2016

- Assisted international students with admissions inquiries via phone call or in person.
- Organized over 300 student files and developed file managing procedures.
- Represented ISS North campus office at the West campus.
- Designed and developed in VBA a framework to facilitate file handling and peer's communication.

INVOLVEMENT

Rawls Information Security Association

Active Member

August 2016 – Present

- Provided insight regarding technical knowledge to MedID's officers by holding the position of Technical Consultant.
- Received *Best Committee* award for academic year 2017-2018.

SKILLS/AWARDS

- Programming Languages:
 - Basic: SPARC.
 - Intermediate: C#, PHP, JavaScript, C.
 - Advanced: Visual Basic, Python, HTML, Java.
- Awards
 - Recipient of TTU Proven Achievers and Marcella DeWitt competitive scholarships.
 - President's List: Fall 2016, Spring 2018.
 - Dean's List: Fall 2017.
 - President's Volunteer Service award on 2016.