A'Yanna Rouse

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Education

Boston University	Boston, MA
Bachelor of Arts Computer Science & African American and Black Diaspora Studies	May 2025

Affiliations: Rewriting the Code, ColorStack, Girls Who Code, MLT, NSBE, CodePath, WiCyS, Women in Cloud

Technical Skills & Certifications

Languages & Softwares: Python, Java, JavaScript, Typescript, Shell Scripting (Python, Bash), OCaml, SQL, C#
Frameworks & Libraries: Django, Express.js, Firebase, Mongoose, React, RESTful APIs, Next.js, Pandas, NumPy
Tools & Platforms: Google Cloud Platform, Git, Jira, Figma, Linux, Microsoft 365, MongoDB, Power BI, Tableau
Certification: Google Cybersecurity Professional Certificate – Coursera (June 2025) • Certificate ID: 6NLAV8ANQHCO

Experience

Tier 1 Microsoft 365 Support Intern	Brooklyn, NY
Big Cloud Consultants	July 2025 – Present

- Provided Tier 1 support for Microsoft 365 tools (Outlook, SharePoint Online, OneDrive, Teams) using Autotask.
- Managed user accounts, licenses, password resets, and permissions via the Microsoft 365 Admin Center.

IT Help Desk Technician	Boston, MA
Boston University Metropolitan College	Sep 2024 – May 2025

- Provided technical and operational assistance to **500+ faculty, staff, and students** across the Metropolitan college.
- Resolved **20+ technical issues monthly**, collaborating with stakeholders to prioritize urgent needs and satisfaction.
- Managed **50+ service requests monthly** via ServiceNow, prioritizing and tracking tickets for efficient resolution.

Undergraduate Research Assistant	Boston, MA
Boston University Undergraduate Research Opportunity Program	June 2024 – Aug 2024

- Developed a digital campaign in Minecraft to increase awareness of African Diasporic Religions **within 3 months**.
- Collected user feedback and condensed complex religious practices into in-game narratives and educational dialogue.
- Improved **workflow efficiency by 20%** through refined qualitative research and content development processes.

Information Technology Intern	Minneapolis, MN
RSM US LLP	June 2023 – Aug 2023

- Conducted IT spend analysis and forecasted **12-month budget projections**, supporting strategic resource planning.
- Designed and presented interactive dashboards in Excel to visualize a **projected 7% rise** in IT spending.
- Identified cost optimization opportunities and compliance risks within Microsoft products to cross-functional teams.

Senior Administrative Technology Specialist	Boston, MA
Boston University Wheelock College of Education	Oct 2021 – May 2022

- Managed reservations for **114 faculty and staff** and **100+ instructional materials**, improving resource utilization.
- Delivered on-site technical support to **50+ faculty and students**, resulting in a **20% increase in satisfaction**.
- Handled **20+ inquiries daily**, ensuring service requests and events transitions through technological solutions.

Technical Projects

AfriReligions AI	*Typescript, React, NextJS, AWS EC2, PostgreSQL, Gemini API, Material-UI*	August 2024

- Engineered a Gemini-powered chatbot to educate users on Santería, achieving **90% user satisfaction over 100+ users**.
- Deployed the application on **AWS EC2** with **PostgreSQL**, achieving **10 user sign-ups within the 1st week of launch**.

Phisherman's Quest	*Unity, C#*	August 2023 - December 2023

- Programmed and deployed a Unity game that educated **100+ users** about phishing threats **in the first month**.
- Integrated advanced Unity features, such as **C# scripting** and **2D development**, to create an engaging user experience.

Time Memory Journal	*React, MongoDB, Express.js, Node.js, Mongoose, JWT*	December 2023

- Developed a **full-stack** travel journal web app in a team of 4 with **React** and **MongoDB** using **Express.js** and **Node.js**.
- Designed a **RESTful API** with **Mongoose** for CRUD operations, user authentication (JWT), and trip data retrieval.

Leadership Development

Microsoft Excel Student Ambassador	Remote
Microsoft	Aug 2024 – May 2025

- Led **2+ Excel workshops** for students, focusing on beginner and advanced MECC sessions & Python in Excel.
- Created **3+ innovative learning materials monthly** to enhance Excel proficiency and student engagement.
- Host **two weekly office hours**, providing **four hours** of support on formulas, data visualization, Python, and Copilot.

Internal Affairs Committee Member – Website & Social Media	Boston, MA
Boston University College of Arts and Sciences Student Government	Feb 2023 – May 2025

- Owned the product roadmap for the website, assessing user needs and implementing UI/UX enhancements.
- Increased followers by **15%** and website engagement by **35%** through social media campaigns and web content.