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, MLT, NSBE, Girls Who Code, WiCyS, Women in Cloud, Okta

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 Office Suite, 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, Material-UI* — August 2024
- Built a Gemini-powered chatbot in **React** & **Typescript** to educate users on Santería, achieving **90% user satisfaction**.
- 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.

Leadership Development

Codepath — Remote
Intermediate Cybersecurity Fellow — February 2025 – May 2025
- Applied threat modeling and vulnerability assessment techniques to identify and mitigate risks in client environments.
- Utilized Wireshark and Splunk to analyze network traffic, investigate malware, and deliver security recommendations.

Girls Who Code (GWC) — New York, NY
Leadership Academy Fellow — August 2023 – Dec 2023
- Completed a **4-month** leadership development and career readiness program with senior leaders and engineers at RTX.
- Developed a **Unity game with C# on phishing threats**, educating **100+ users** and promoting security awareness.

America On Tech (AOT) and NBCUniversal — Boston, MA
Cybersecurity Fellow — March 2023 - May 2023
- Gained foundational cybersecurity skills, applying **Linux and SQL** in projects, guided by **10 NBCU cyber experts.**
- Presented an Media Tech Tabletop Exercise with 4 fellows, **identifying and mitigating 15 potential cyber threats**.