

# A'Yanna Rouse

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## Education

### Boston University

*Bachelor of Arts Computer Science & African American and Black Diaspora Studies*

Boston, MA

May 2025

**Affiliations:** CodePath, WiCyS, Okta, Rewriting the Code, ColorStack, Girls Who Code, MLT, NSBE, 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 Platform, Tableau

**Certifications:** [Google Cybersecurity](#), [Google IT Support](#); **In Progress:** Okta Certified Professional | Microsoft

Cybersecurity Associate (SC-900) | ServiceNow Certified Application Developer & Certified System Administrator

## Experience

### Tier 1 Technical Support Intern

*Big Cloud Consultants*

Brooklyn, NY

July 2025 – August 2025

- Delivered Tier 1 support to **10+ organizations**, triaging incidents through Autotask and Microsoft 365 Admin Center.
- Managed user accounts and permissions via the Microsoft 365 Admin Center, streamlining resolution for **50+ tickets**.
- Built an equipment checkout tool integrating SharePoint lists, Power Automate, and Power Apps to automate tracking.

### IT Help Desk Technician

*Boston University Metropolitan College*

Boston, MA

Sep 2024 – May 2025

- Supported **500+ faculty, staff, and students** with Citrix, Blackboard Learn, and Windows/macOS troubleshooting.
- Resolved **10+ on-site tech issues weekly** (classroom and conferences), escalating infrastructure cases to system admins.
- Processed and tracked **50+ ServiceNow requests monthly**, prioritizing urgent needs for efficient resolution.

### Information Technology Intern

*RSM US LLP*

Minneapolis, MN

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 University Wheelock College of Education*

Boston, MA

Oct 2021 – May 2022

- Coordinated reservations for **114 faculty and staff** and **100+ instructional materials** using Google Workspace.
- 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

### [CTRL+ALT+Black](#) | Django, Python, Gemini API, Javascript, HTML/CSS/JSS

April - May 2025

- Developed an AI-powered Django application to personalize the discovery of Black creators in the gaming industry.
- Engineered profile and approval workflows with Django ORM to streamline creator submissions and engagement.

### [BrainFlip](#) | React, TypeScript, Firebase, TailwindCSS, Gemini API, Material-UI, Stripe

August 2024

- Created an interactive flashcard web app using React & TailwindCSS, enhancing learning through spaced repetition.
- Implemented Firebase authentication & real-time updates, ensuring seamless user experience and data synchronization.

### [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**.

### [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 & Community Engagement

### Microsoft Excel Student Ambassador

*Microsoft*

Remote

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.
- Hosted **two weekly office hours**, providing **4+ 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

- Collaborated with BU clubs and committees to align content with student needs, **boosting online engagement by 35%**.
- Directed digital communications strategy across social media and website, increasing **student participation by 15%**.