

A'Yanna Rouse

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Education

Boston University

Boston, MA

Bachelor of Arts Computer Science & African American and Black Diaspora Studies, GPA: 3.42

May 2025

Awards: International Baccalaureate Diploma, Dean's List (3x)

Coursework: Data Structures & Algorithms, Computer Systems, Software Engineering, Web Development, Data Analysis

Experience

Boston University Metropolitan College

Boston, MA

IT Help Desk Technician

September 2024 – Present

- Provide technical assistance to **500+ faculty, staff, and students** at Metropolitan College, ensuring smooth operations.
- Diagnose and resolve **20+ hardware, software, and network issues** monthly.
- Manage and prioritize **50+ service requests** via ServiceNow to maintain a **customer satisfaction rate of 97%**.

Boston University Undergraduate Research Opportunity Program

Boston, MA

Undergraduate Research Assistant

June 2024 – Aug 2024

- Engineered and led a digital engagement campaign using Minecraft, **increasing awareness of African Diaspora Religions within 3 months**.
- Streamlined research methodologies, **enhancing data collection efficiency and improving project timelines by 20%**.
- Received faculty commendation for innovative approaches in integrating technology with humanities research.

RSM US LLP

Minneapolis, MN

Information Technology Intern

June 2023 – Aug 2023

- Contributed to the IT digital strategy team, analyzing data to forecast **12-month spending** across licensing categories.
- Overhauled interactive dashboards on **Excel for Microsoft 365, Azure, and Dynamics**, projecting a **7% spending rise**.
- Directed insights to the IT team, highlighting efficient spending strategies and licensing cost optimizations, resulting in a **20% reduction in annual software expenses**.

Boston University Wheelock College of Education

Boston, MA

Senior Administrative Technology Specialist

Oct 2021 – May 2022

- Managed reservations for **114 faculty/staff members** 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 seamless service request transitions through technological solutions.

Technical Projects

[AfriReligions AI](#) | *Typescript, React, AWS EC2, PostgreSQL, Gemini, Material-UI*

August 2024

- Engineered a Gemini-powered chatbot interface for Santería education, **achieving 90% user satisfaction**.
- Deployed a responsive landing page using React, achieving **10 initial user sign-ups within the first week of launch**.

[Phisherman's Quest](#) | *Unity, C#*

August 2023 - December 2023

- Programmed and deployed Phisherman's Quest, a Unity game that **educated over 100 users about phishing threats**.
- Integrated advanced Unity features, such as C# scripting and 3D development, to create an engaging user experience.

Leadership and Professional Development

Microsoft

Remote

Microsoft Excel Student Ambassador

August 2024 – Present

- 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.

Apple

Remote

Pathways Alliance Fellow

January 2024 – Present

- Utilized resources and virtual sessions to enhance professional growth and connect with Apple professionals.
- Actively contributed to a **100+ fellow community** through collaboration and professional development activities.

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, **identifying and mitigating 15 potential cyber threats**.

Technical Skills

Programming Languages/Softwares: Python, Java, TypeScript (Beginner), JavaScript/Node.js, HTML/CSS, SQL (Familiar)

Frameworks/Libraries: Django, Express.js, Firebase, Mongoose, React, REST APIs, Next.js, Pandas, NumPy

Tools: Adobe CC, Google Cloud Platform, Git, Jira, Figma, Microsoft Excel/Office, MongoDB, Power BI, Tableau