Alivia Pham

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Education

University of Missouri - Columbia (Mizzou) — Aug 2019 - May 2023
- B. S. Information Technology
- Minor in Film Studies
- Certificates: *Information Systems and Technology* & *Media Technology and Design*
- GPA: 3.77/4.00

Work Experience

Associate Client Experience Specialist Intern - *Cotiviti* — Aug 2022 - Present
- Provides remote technical support for internal and external clients/management
- Logs inquiries and documentation with problem management database
- Maintain knowledge of company products and customer service processes

Clerical Student Assistant - *Mizzou* — Aug 2019 - Aug 2022
- Allocates merchandise for the appropriate clientele (200+)
- Utilizes administrative database StarRez to manage student data
- Greets guests and directs inquiries to designated departments

Peer Learning Assistant - *Mizzou* — Jan 2022 - May 2022
- Facilitated a remote IT course ("Game Theory and Design") as an undergraduate TA
- Graded assignments, answered emails, and held office hours for 80+ students
- Troubleshooted students' issues with in-class software: Epic Games Unreal Engine

Host and Cashier - *Hibachi Grill* — June 2017 - July 2021
- Directed guest flow to maximize restaurant efficiency and minimize wait time
- Managed transactions of party sizes of 100+ and checks of $1000+
- Liaised management and client interaction for appointment and complaint resolution

Cashier and Food Runner - *McDonald's* — May 2016 - June 2017
- Provided high level of customer service during high-volume operations
- Mastered point-of-service computer system for taking orders
- Handled transactions exchanges efficiently and accurately

Creative Experience

Executive Producer & Member - *Shot Reverse Shot* — Aug 2019 - May 2021
- Expedited pre-production through scheduling shoots, researching the scope of projects, and coordinating with other executives to ensure work is completed on time
- Aided in on-set work, post-production edits, and club documentation

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Skills

- Microsoft Office & Google Suites
- **Languages:** Python, HTML, CSS, Javascript, PHP, SQL
- **Tools/Technologies:** Visual Studio Code, GitHub, Docker
- **Design:** Adobe Suites, Blender, Da Vinci Resolve