

Alexandra Emerson

Computer Science Major

Contact

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(920) 784-9554

Website:

<https://aemer0220.github.io/Alex-Emerson-Portfolio/index.html>

GitHub: <https://github.com/aemer0220>

Education

Bachelor of Science – Computer Science
University of Wisconsin – La Crosse
Expected May 2024

Relevant Coursework

Software Design I/II
Abstract Data Types
Software Engineering Principles
Database Management Systems
Artificial Intelligence
Web Design

Technical Skills

Java
C#
SQL
HTML
CSS
JavaScript
Python
Git
GitHub
JDBC
.NET
Spring
Angular

Work Experience

Business Systems Analyst Intern

Trane Technologies – La Crosse, WI

April 2022 – Present

- Provide exceptional internal customer support for hundreds of users.
- Create and maintain documentation defining standard work in company applications.
- Monitor and troubleshoot exceptions, errors, and other front-end issues that occur within supported company applications.
- Utilize, maintain, and create SQL queries to pull and analyze and report business data.
- Complete monthly Scrum (JIRA) testing of supported applications prior to application updates.
- Observe and report on performance metrics in numerous areas of Trane's business processes.

Daycare and Boarding Manager / Receptionist

Marcie's Pet Spa – West Salem, WI

August 2019 – September 2021

- Implemented new cleaning and safety policies and procedures.
- Created a handbook on dog behavior and trained 12 employees.
- Effectively and regularly communicated with clients of all backgrounds regarding appointments, vaccination records, retail sales, status of pets, and complaints.
- Served as the liaison between clients and pet groomers.

Projects

BookIt! | Software Engineering Project

September 2023 - December 2023

- Collaborated as a team of 3 to develop a full-stack desktop application with a Java-based frontend (FX and Spring), and a MySQL database for the backend.
- Allows users to book/cancel/modify appointments with service providers and vice versa. Also consists of Admin functionalities.
- Utilized the Spiral Model for the Software Development Life Cycle.

Portfolio Website | Personal Project

August 2022 - Present

- Designed a personal portfolio website with HTML, CSS, and JavaScript. Deployed on GitHub Pages.
- Avoided using frameworks/libraries in order to showcase raw skill.