

# Aislyn S. Mildenhall

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## PROFESSIONAL PROFILE

Highly motivated Bachelor's prepared Software Engineering Professional with a strong foundation in Technical Support, Java Spring Boot development and full-stack application design with proven ability to implement projects using modern frameworks and object-oriented languages. Committed to crafting clean, efficient, maintainable, and modular code. Consistently commended for the ability to problem solve and pay attention to detail.

## COMPETENCIES

**Systems:** Windows PC, Mac OS, Linux, Android Mobile  
**Databases:** Relational Databases, MySQL, PostgreSQL  
**Languages:** SQL, HTML, CSS, JavaScript, Java, Python, C++, C#  
**Other:** AWS, Git Version Control, Docker, Junit, Maven, REST APIs, Spring Boot, Salesforce, Jira

## CERTIFICATIONS

- CompTIA Project+ (Agile skills necessary to manage and deliver IT projects)
- AWS Certified Cloud Practitioner (Amazon Web Services)
- ITIL 4 Foundation (Information Technology Infrastructure Library Foundation Level)
- Google IT Support Professional
- ISC2 – Certified in Cyber Security

## EDUCATION

**Master of Science in Cyber Security and Information Assurance**  
*Western Governors University* | Salt Lake City, UT

**Anticipated Graduation Date:** September, 2024

**Bachelor of Science in Software Engineering**

September, 2023

*Western Governors University* | Salt Lake City, UT

- Capstone Project: FretWorks Inventory Management System
  - Created a full-stack, Java Spring Boot Web Application with CRUD capabilities for a hypothetical guitar selling company to easily automate, track, and update their inventory
- Studies focused in front-end, back-end, and full-stack application development, security and SDLC best practices, and Java proficiency
- Courses included Web Development, Data Management, UX and UI design, Version Control, Cloud Services, Scripting and Programming, Business of IT, Data Structures and Algorithms, Software Security and Testing

## PROFESSIONAL EXPERIENCE

**Technical Support Agent and Scripter – Swipeclock** | South Jordan, UT

October 2023- Current

- Efficiently manage support tickets using Salesforce CRM to ensure timely resolution of customer issues.
- Provide excellent technical support and troubleshooting for software and hardware-related problems to enhance customer satisfaction.
- Collaborate with cross-functional teams to resolve complex technical issues and escalate tickets when necessary.
- Maintain detailed documentation of support tickets, solutions provided, and customer interactions for future reference and analysis.
- Developed complex scripts using C# to customize users' payroll and software needs
- Run Database queries to extract data from database

**Front Desk Attendant – The Front** | SLC, UT

May 2022- July 2022

- Provided a warm and welcoming first point of contact for guests, answering inquiries and addressing their needs
- Maintained accurate records of reservations, payments, and guest information

**Finance Clerk – Swire Coca Cola** | Draper, UT

November 2020- March 2021

- Conducted detailed data entry and verification tasks to ensure accurate financial records and total deposits

## **REFERENCES**

### **Richard Lopez**

Director of Technical Support

[rlopez@swipeclock.com](mailto:rlopez@swipeclock.com)

### **April Hajek**

Program Mentor

[April.hajek@wgu.edu](mailto:April.hajek@wgu.edu)

### **Cody Wilkey**

Manager

[codywilkey@icloud.com](mailto:codywilkey@icloud.com)

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