Aislyn S. Mildenhall

(801) 971-1484 | aislynsmildenhall@gmail.com | Sandy, UT | https://aislynsmildenhall.github.io/portfolio/

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   **Anticipated Graduation Date:** September, 2024
Western Governors University | Salt Lake City, UT

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

April Hajek
Program Mentor
April.hajek@wgu.edu

Cody Wilkey
Manager
codywilkey@icloud.com
(801) 520 – 7248