ALEXANDER MERVAR

455 N. College Ave, Apt 3120A, Bloomington, IN 47404 | alexandermervar@gmail.com | (317) 979-0998

EDUCATION

Indiana University, Bloomington IN   May 2023
Bachelor of Science in Cognitive Science   Cumulative GPA: 3.7/4.0
Minor in Statistics | Minor in Business

WORK EXPERIENCE

Serve IT, *Bloomington, IN*
Intern, PIE and Salesforce Team   *January 2021 - Present*
- Consulting with the City of Bloomington in order to ensure ADA compliance with the websites of local businesses.
- Cleaning internal data about past years of Serve IT and analyzed said data, using the Salesforce suite, to provide meaningful data on the amount of value Serve IT has brought to past and present customers.

University Information Technology Services, *Bloomington, IN*
Technical Team Consultant   February 2020 – Present
- Setting up wireless access points throughout campus according to the university's protocol.
- Assisting with a multitude of customers with IT issues during the COVID-19 Pandemic.
- Utilizing various hardware and software to troubleshoot and fix non-functioning network jacks, cables, and other network infrastructure.
- Leading the Data Analytics team by creating new team roles, recruiting members, and spearheading new projects in order to better evaluate productivity and day-to-day effectiveness.
- Awarded Consultant of the Month.

Technology Center Consultant   November 2019 - February 2020
- Built technical knowledge by troubleshooting problems spanning different operating systems, various types of software, and miscellaneous hardware issues.
- Provided direct assistance to campus housing residents as well as Indiana University staff in acquiring and maintaining proficiency in a suite of proprietary Indiana University network services.

Indiana University Luddy School of Informatics, Computing, and Engineering, *Bloomington, IN*
Undergraduate Instructor for CSCI-C 211 Introduction to Computer Science   August 2020 – Present
- Instructing a weekly lab of 50 students to teach concepts in Racket such as linked lists, data structures, trees, maps, sorting algorithms, as well as programming design and etiquette.
- Holding office hours weekly to assist students one-on-one with questions regarding course material.
- Grading assignments, lab submissions, and exams while logging exemplary submissions, common mistakes, and providing constructive responses for each submission.

TECHNICAL SKILLS

Programming Languages: Java, Python, Racket, HTML, and CSS
Software: Adobe Creative Cloud, Microsoft Office, Squarespace, and Audacity
Other: SCRUM, Trello, Jazz Percussion, Podcast Creation and Management, and Delegate of Hoosier Boys State 2018