

ALEXANDER MERVAR

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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

Research: Agent Based Modeling of the COVID-19 Pandemic

WORK EXPERIENCE

University Information Technology Services, *Bloomington, IN*

Consultant Supervisor

July 2021 – Present

- Supervise 5-10 consultants per shift and ensure they adhere to established policies and procedures.
- Monitor all 58 on-campus computer labs to ensure functionality and accurate inventory.
- Train consultants on hardware and software throughout labs and how to best troubleshoot common issues.
- Leading the Data Analytics subteam by creating new team roles, recruiting members, and spearheading new projects to better evaluate productivity and day-to-day effectiveness.

Technical Team Consultant

February 2020 – July 2021

- 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.
- 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.

Serve IT, *Bloomington, IN*

Intern, PIE and Salesforce Team

January 2021 – May 2021

- Consulting with the City of Bloomington in order to ensure ADA compliance with the websites of local businesses.
- Cleaned and analyzed Serve IT internal data, using the Salesforce suite, to provide meaningful feedback on the amount of value Serve IT has brought to past and present customers.

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