Amelia Bates

Eugene, OR | 503-998-7221 | amelia.josephine.bates@gmail.com
https://github.com/ameliabates

Dedicated IT professional and programmer with a strong track record of delivering exceptional customer service and high-quality solutions. Skilled in technical writing to produce clear and comprehensive documentation, facilitating efficient problem-solving and innovation.

EDUCATION

Sep 2021 - Jun 2025 Computer Science, University of Oregon Eugene, OR
- Major in Computer Science with a minor in Psychology

EMPLOYMENT HISTORY

Sep 2022 - Present Information Support Technician III, University of Oregon
- Performs technical tasks including troubleshooting, hardware setup, writing documentation, and installing or configuring software
- Utilizes the internal ticketing systems to manage and monitor active tickets, create new tickets for every service request, and communicate with customers
- Applies leadership skills by training new student workers
- Responsible for managing the triaging system by analyzing the ticket's level of urgency and need.
- Manages VPN configuration and applies expertise in Group Policy management to ensure secure and efficient network operations
- Works with enterprise device management tools such as SCCM and JAMF. Experienced with both Windows and MacOS operating systems
- Builds relationships with faculty, staff, and students from a variety of diverse backgrounds. Works and communicates effectively with over 40 departments

Jan 2016 - Aug 2022 Caregiver, Self-Employed Portland, OR
- Used effective time management and communication skills to manage multiple long and short-term babysitting, pet sitting, and house sitting jobs
- Built and managed a wide network of clients using advanced interpersonal skills

Apr 2021 - Jul 2021 Stable Hand, Private Stable Corvallis, OR
- Maintained a clean and therapeutic environment for both animals and clients

SKILLS

Linux	Customer Service	TeamDynamix
JavaScript	Active Directory	Confluence
HTML/CSS	ITSM Experience	GIT
Python	C/C++	PowerShell Scripting

RELEVANT COURSES

User Interface	Business Communication
Computer Organization	Intermediate Data Structures I-II
C/C++ and Unix	Operating Systems

PROJECTS

Division Vapor Register Discrepancies
- Interviewed a small business owner to better understand the need this client had to recognize any discrepancies that may occur between register closures and bank account activity. Improved and expanded on the project after implementing user feedback using SDLC methodologies.
- Used Python, Java, HTML/CSS in the creation and maintenance of this application

Serial Positions Effect Lab
- Built an interactive website that utilized knowledge of psychology to demonstrate the psychological tendency to remember the first and last items in a list better than those in the middle. After completing the lab, the user is shown a line graph of the data gathered.
- Used JavaScript and HTML/CSS in the creation and maintenance of this site