Amelia Bates

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https://github.com/ameliabates/AmeliaBatesRepository

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
- Achieved level III technician signifying 1000+ working hours of quality performance and excellent leadership
- 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 2022 - Jul 2022 Stable Hand, Private Stable Corvallis, OR
- Maintained a clean and therapeutic environment for both animals and clients

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SKILLS			
	Leadership	Customer Service	TeamDynamix
	JavaScript	Active Directory	Confluence
	HTML/CSS	ITSM Experience	Documentation
	Python	C/C++	Microsoft Azure

RELEVANT COURSES		
	Network Security	Calculus I-II
	Computer Organization	Intermediate Data Structures I-II
	C/C++ and Unix	Elementary Linear Algebra I-II
	Discrete Math I-II	Business Communication

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.
- 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