Anteneh Moges

Bronx, NY • amoges1@gmail.com • linkedin.com/in/anteneh-a-moges • github.com/amoges1

OBJECTIVE

An IT professional with 3+ years of experience in technical customer service, confident in transferring my academic, professional, and self-taught skills into web development.

PROFESSIONAL EXPERIENCE

NYU Tisch School of the Arts- *Service Desk Supervisor*, New York, NY   *March 2019—Present*

- Taught technical workshops to empower members to provide first-level assistance for their departments
- Managed hardware replacement of 106 computers in 2.5 months with user coordination and data migration
- Reduced top client's requests by 70% through ticket analysis, consultation, and meeting technical requirements

NYU Tisch School of the Arts- *Computer Support Technician II*, New York, NY   *Sept. 2017—Feb 2019*

- Wrote, modified, and tested production scripts deployed monthly to update computer software and applications
- Triaged and resolved help-desk requests based on user or system level, service interruption, and impact on users
- Defined service catalog with users' feedback for in-house ticketing system transition to commercial platform

EDUCATION

New York University   **New York, NY**

M.S. in Management of Technology   **GPA**: *3.8*/**July** *2020*

Noncredit Courses: *Advanced Python • Advanced SQL • Web Front-End II: Intermediate • Data Communication Networks*

B.A. in Computer Science, Minor Business Studies   **May** *2016*

Study Abroad: *Abu Dhabi, United Arab Emirates and Shanghai, China*

SOFTWARE PROJECTS

Tastebytes (https://tiny.cc/tastebytes) - *React/React Router Single Page Application*

- Consumer web application for creating, commenting, and sharing lists of restaurants
- Integrates Google Firebase, Facebook, and Yelp APIs; deployed on Heroku

Quicknews - *Web Scraper Script*

- Crawls Business Insider articles, archives them into a database, and generates filterable cards of news
- Coded using Python, SQLite3, Jinja2 templating and JavaScript

Robinsquad - *Flask Application*

- Local web application to display personal and/or multiple Robinhood Brokerage Accounts and to perform automated stock purchases to rebalance portfolio
- Coded using Python, Jinja2, ReactJS, and unofficial Robinhood API

IndexFundAnalyzer - *Web Scraper Script*

- Crawls ETF Database and outputs top stocks and bonds of index funds onto an Excel spreadsheet
- Coded using Python

TECHNICAL SKILLS

Languages: HTML, CSS JavaScript, Python, Node.js, Express, Flask

Databases: MongoDB, MySQL

Tools and Frameworks: Git, NPM, ReactJS, Bootstrap

Coursework: Data Structures, Algorithms, Object Oriented & Functional Programming