Andrew **Goetz**

Hamilton, Ontario| andrewgoetz401@gmail.com | github.com/andrewlgoetz | andrewlgoetz.github.io

Experience

June 2022 – Present
IT Service Agent | Hamilton Health Sciences

- Troubleshoot software & hardware for hospital staff Maintained Active Directory.
- Device Imaging & driver Installations. Updates, installations, and repairs on hospital computers and biomedical devices. Entrusted with confidential information and remote access to hospital computers.
- Successfully corrected software & hardware tickets/end-user errors. Communicated issues in written and verbal form. Interacted with both technical and non-technical staff.
- Explain/Support hospital staff through use of software and hardware for both patient care and administrative/corporate work. Met with end-users virtually and in-person.
- Wrote documentation/SOP for software use. Assigned duties & tickets to IT personnel/teams.

2018 - 2021
Clerk & General Labour| City of Hamilton

- Independent cash reconciliation before and after each shift; handled over $60,000 with a perfect record.
- Maintain equipment and keep inventory records.
- Keep sanitation records in accordance with public health guidelines (Ontario Food Handlers Cert.)

Education

McMaster University: B.A.Sc. Honours, **Computer Science** (Co-op)

Expected grad 2025; Dean's List (x2); GPA: 3.9; Recipient of 2021 McMaster Engineering Achievement Award

relevant courses: D.S.A., Software Development, Algorithm Design, Databases, Logical Reasoning

Skills

Python, Java, C, SQL, Flask, Git and GitHub, Haskell. Novice: HTML/CSS, Elm

OOP and OOD, End-User & Customer Support, D.S.A., SOLID, Abstract Thinking, SDLC

Extracurriculars & Projects:

Clubs etc.: Intramural Hockey, McMaster Jiu-Jitsu Club, Caribou Math Contests

DeltaHacks '22*: using Python, Flask, HTML, CSS. Flask Web-App; Personally responsible for design and implementation of back-end that corrects end-user spelling and offers suggestions for word choice improvement/redundant phrasing. [Devpost.](Devpost) Completed in < 12 hours.

Interest Visualizer *project*: using Elm and HTML. Designed and implemented an application to help finance students understand future value & continuous interest problems. [Test it out.](Test it out)

DeltaHacks '23*: using Python, Flask, HTML, IMDbPY & YouTube APIs. A movie recommendation app: Personally responsible for integrating API's and packages, design and ideation, handling user data & front-end, Flask API & framework (including maintaining encrypted user sessions using Flask "session" package). Completed in < 10 hours. Github: Delta23