Anna Nicole Tupas

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PROFESSIONAL SUMMARY

Software Engineer who completed a Master's of Computer Science, leveraging a background in customer service to deliver client satisfaction through leadership and technical knowledge. Earned a Bachelor's Degree in Computer Science from California State University, Fullerton developing knowledge and experience in Programming fundamentals such as Algorithms, Agile solutions, Object Oriented Programming, among others. Detail-oriented and adaptable team player with proven success managing multiple simultaneous projects and tasks. Disciplined quick learner with exceptional interpersonal, organizational, problem-solving and communication skills.

TECHNICAL SKILLS

C++ | C# | Java | Python | HTML | CSS | JavaScript | SQL | GitHub | Linux | Photoshop | Microsoft Office Suite | Problem Solving | Design | Change Adaptability | Time Management | Organization & Documentation

EDUCATION

Master of Science in Computer Science - Syracuse University | *2023*

Bachelor of Science in Computer Science - California State University | *2019*

PROFESSIONAL EXPERIENCE

IT Intern   2021 - 2022
Masimo; *Irvine, CA*
Assigned to the main headquarters IT department, helping employees with all IT-related issues and requests. Provided assistance, advice, and solutions for system application issues, investigated problems, identified their root causes, and suggested solutions. Coordinated with internal stakeholders to establish scope, system goals, and requirements based on business needs and requests. Planned and facilitated system optimization tasks and quantified their effectiveness. Provided documentation of processes, system configurations and training as needed.
- Recognized for resolving employee issues in a timely manner, guaranteeing customer satisfaction.

Data Verification Coordinator   2020 & 2021 Tax Seasons
SurePrep LLC; *Irvine, CA*
Verified and inputted tax data submitted by accounting firms for filing tax returns. Corrected mismatched information and communicated effectively with other departments regarding issues.
- Maximized efficiency by using 1040SCAN software to facilitate paperless tax workflow for clients.
- Ensured effective results by providing solutions to errors in the 1040SCAN operations software.

Warranty Specialist   2020
Polygroup; *USA*
Served customers in Polygroup's warranty team to resolve questions and concerns on Polygroup's user products. Implemented solutions surrounding warranty questions using both calls and email. Worked on a customized database to submit tickets (Zendesk) and keep communication with clients and other groups in the company.
- Top 10% in the warranty group's productivity standards in serving customers.
- Customer interaction and satisfaction recognized by the organization for exceeding expectations.

Intern   2019
Spaze Ventures; *Singapore*
Completed internship at Singapore-based startup incubator that invests in early-stage information and communications technology (ICT) startups focused on financial services, education, healthcare services, ecommerce and enterprise technology. Worked with their branch company, Tutopiya, to relocate their standalone website to WordPress, and recreated website on WordPress for ease of use.