**ANGELO KODRA**

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**EDUCATION**

**Wayne State University** Detroit, MI

Bachelor of Computer Science Expected May 2026

Major in Computer Science

Cumulative GPA: 3.81/4.0; Dean’s List

Relevant Coursework: Operating Systems, Software Engineering, Computer Science I and II

**WORK EXPERIENCE**

**Best Buy – Geek Squad** Chesterfield, MI

**Advanced Repair Agent** Oct 2022 - Present

* Delivered Tier 1 and Tier 2 support in a fast-paced, high-volume environment, resolving critical issues on Windows, macOS, and mobile platforms while maintaining client-first experience.
* Documented technical resolutions, ensuring proper clarity for technical and non-technical clients and coworkers.
* Mentored new team members and led process improvement initiatives, contributing to a measurable reduction in repair turnaround times and improved customer satisfaction scores.

**Wayne State University – College of Engineering** Detroit, MI

**Teaching Assistant** (Basic Engineering I) Aug 2023 – Aug 2024

* Led instruction in 3D modeling (Siemens NX), embedded systems, and programming fundamentals, equipping students with practical skills in circuit design, sensor integration, and microcontroller use.
* Developed technical tutorialson Arduino circuit parts ensuring clarity for both technical and non-technical learners.
* Facilitated collaborative project work in high-pressure academic settings, providing targeted feedback that improved team performance and technical understanding.

**OWL Services** Clarkston, MI

**Information Technology Intern** Aug 2025 – Present

* Provided technical support for end users, diagnosing and resolving hardware, software, and networking issues across company desktops, laptops, and mobile devices.
* Assisted with system maintenance including updates, imaging, and deployment of new equipment.
* Supported IT team in troubleshooting tickets, documenting solutions, and escalating complex issues when necessary.
* Gained hands-on experience with Active Directory, Office 365, and remote support tools.
* Collaborated with senior IT staff on projects to streamline workflows and improve end-user satisfaction.

**UNIVERSITY PROJECTS**

**Digital Windex** (Software Engineering) – ***C#, WinForms, GitHub, SCRUM*** Winter 2025

* Conceived and led the development of an integrated Windows maintenance tool, recognized among student projects.
* Implemented automation of system diagnostics, malware detection, and logging through C# programming.
* Developed custom tools for temporary file removal, directing to Windows recovery and running DISM.
* Led a team of 5 using GitHub for Agile task tracking, pull requests, and code reviews.
* Built a user-friendly GUI to simplify repair tasks, aimed at non-technical users.

**Predictive Analysis on Movie Attendance** (Engineering & Statistics) – ***Python*** Winter 2024

* Researched into movie-going behavior, using primary data from Google Forms and secondary data from Statista.
* Analyzed patterns of demographics and genres using Python and statistical techniques including chi-square tests.
* Created data visualizations using Matplotlib and Seaborn to present findings on genre popularity and audience trends.
* Wrote Python scripts for statistical analysis and model training using Pandas, NumPy, Scikit-learn, and TensorFlow.

**ADDITIONAL**

**Platforms/OS:** Windows 10/11, macOS, Linux (basic), Azure

**Tools & Technologies:** Microsoft O365, Zoom, Visual Studio, GitHub, Active Directory (account access, password resets)

**Languages/Scripting:** PowerShell (basic), Python, Java, C++, C#

**Support Skills:** Tier 1/2 Troubleshooting, PC Repair, VPN Setup, Networking (basic), Imaging

**Documentation:** SOP Development, Change Management Procedures