# ANDREW PARR

## CONTACT

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## EDUCATION

**Central Michigan University**
*Sept. 2022 - May 2025*

Pursuing a Bachelor of Computer Science and a minor in Information Technology

**St. Clair Community College**
*2018 - 2022*

Completed 54 credits accumulating a GPA of 3.08

**St. Clair High School**
*2017 - 2021*

Graduated Summa Cum Laude with a GPA of 3.78

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## MY PROJECTS

**Tymelyne-Website (React, Supabase, JS, Typescript, Vercel)**

A web application built with React, hosted on Vercel, and powered by Supabase for database management. This is a website version of my Tymelyne app.

**Well-Tasked (HTML, SQLite, JS, CSS)**

*Built a functional website using HTML, JavaScript, and CSS, hosted from my device that allows users to register an account info to a database via DB Browser for SQLite.*

**Tymelyne .NET Maui App (.NET, XAML, C#)**

*Created an app using XAML and C# with a group that allowed users to set and complete goals along with various features such as password hashing, login/registration, and themes across Windows, MacOS, IOS, and Android.*

## OBJECTIVE

Computer Science graduate with a strong foundation in web and full-stack development. Proficient in React, JavaScript, C#, and SQL. Passionate about building scalable, user-friendly applications with a focus on clean UI/UX. Seeking a developer role where I can contribute technical expertise and problem-solving skills to innovative projects.

## WORK EXPERIENCE

### OIT HelpDesk - Central Michigan University

*Systems Analyst*                    *Nov 2022 - Present*

- Provided technical support for Microsoft 365, Blackboard, DUO MFA, and SAP for students and faculty.
- Resolved authentication, database access, and system configuration issues via phone, chat, and email.
- Developed strong problem-solving skills, handling over 4000 tickets with a roughly 83% closed-on-first-contact rate.
- Gained experience troubleshooting software and writing technical documentation for internal use.

### Towbook

*Data Analyst*                    *May 2021 - July 2022*

- Automated the process to create impound PDF letters resulting in a 3x increase in claims processed
- Utilized Asana to track, assign, and manage tickets within the system.
- Worked in customer support and data entry, creating accounts for customers, and importing info

### Total Life Changes                    *Feb 2020 - Sept 2020*

*Warehouse Team Leader*

- Led a team of 15 people in the packaging process to ensure that the department was operating efficiently

## CERTIFICATIONS/SKILLS

- AZ-900: Azure Fundamentals Certification
- SC-900: Security & Identity Fundamentals
- Advanced Data Structures/Algorithms
- Senior Design I & II
- Introduction to Operating Systems
- Intro to Databases & Applications
- Discrete Mathematics
- Calculus II

## LANGUAGES

**Frontend**: React, HTML, CSS, XAML, JS, TypeScript, C#, Python, Java

**Backend**: .NET, Supabase, SQL

**Tools & Platforms**: Vercel, GitHub, Azure, Supabase, Figma

**Concepts**: Authentication, API Development, Database Management