ANDREA POKLAR

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Education

University of Houston   Jan. 2023 – May 2025
Bachelor of Science in Computer Science   *Houston, TX*

Relevant Coursework

- Data Structures
- Database Management
- Data Science
- Internet Technology
- Systems Programming
- Computer Architecture

Experience

Apple Inc.   May 2022 – July 2023
Technical Specialist   *Seattle, WA*

- Effectively communicated complex technical concepts to 20+ customers daily in a clear and concise manner, ensuring understanding customer satisfaction and retention
- Conducted troubleshooting efforts with hardware, software, and iCloud
- Collaborated closely with 10+ cross-functional team members to collectively identify and resolve intricate technical issues, fostering a cooperative and solution-oriented atmosphere
- Developed the ability to effectively assess customers' needs and provide tailored solutions to enhance their overall experience resulting in 96% customer satisfaction rating
- Successfully acquired expertise in new products and features, promptly incorporating them into daily workflows, resulting in increased efficiency and performance ratings of satisfactory performance

Snooze an A.M. Eatery   July 2020 – January 2022
Bartender/Barista   *Houston, TX*

- Acquired and trained two new employees, providing guidance and support to ensure smooth onboarding and integration into the team
- Demonstrated exceptional ability to handle multiple tasks simultaneously in a fast-paced restaurant environment, efficiently managing customer orders, serving tables, and attending to guest requests

Projects

Charlotte's Mansion | *Godot*   August 2024 - December 2024

- Led a team of nine members to successfully develop and launch a game using the Godot engine.
- Utilized GDScript to implement core game mechanics, including puzzles and combat systems, enhancing gameplay and user experience.
- Fostered a collaborative environment, promoting respect and open communication within the team.
- Managed project timelines, delivering high-quality work while meeting all deadlines.

OTTR Admin | *Azure, Django, MySQL*   January 2025 -

- Developing a login system for a website with distinct admin and user logins, ensuring secure authentication and role-based access.
- Implementing backend functionality for user management and access control.
- Designing the user interface using Bootstrap to ensure a responsive and user-friendly experience for both admins and regular users.
- Seamlessly integrates forms into PDFs using LaTeX for dynamic content creation.

Math Study Room | *Unity, C#*   January 2025 -

- Developing a VR application that immerses users in a virtual study space with an interactive dry erase board.
- Allows users to write equations on the board, which are then captured and sent to an API for solutions, facilitating a seamless and interactive learning experience.
- Integrates real-time interaction and visual feedback to enhance the educational experience in virtual reality.

Technical Skills

Languages: C++, Python, JavaScript, HTML/CSS, SQL
Developer Tools: VS Code
Technologies/Frameworks: GitHub