

## AUBREY HAYES

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### EDUCATION

Bachelor of Arts in Computer Science

May 2024

*Temple University*

- Extra-curricular Activities: Mock trial team, PAWS cat foster program

### EXPERIENCE

Student IT Helpdesk Worker

July 2021 to

*Temple University*

Present

- Consult with staff in various departments to troubleshoot IT issues and solve problems as they arise.
- Coordinate with decision makers in different departments to expand technological capacity.
- Coordinate with team members and supervisors in IT departments and off-campus organizations to ensure that project results are delivered within deadlines.

AmeriCorps Member

July 2020 to

*City Year Philadelphia*

June 2021

- Dedicated one year of full-time service as a tutor and mentor to a group of 14 students at an under-resourced middle school.
- My students saw an average mathematics score increase of 2.1 grade levels in one academic year.
- Taught students the basics of programming logic through MIT's Scratch.

### SKILLS & ABILITIES

#### Communication

- My previous positions have all provided me with ample customer service experience.
- Public speaking and interpersonal communication with my team members are vital skills to mock trial.
- Able to communicate fully in both English and written Spanish and conversationally in oral Spanish.

#### Leadership

- Led initiatives to increase math and literacy rates across the school as the academic coordinator of my City Year site.
- Experienced in leading meetings and project collaboration in a virtual space.

#### Information Technology

- Familiar with the BMC Remedy ticketing system.
- Experienced in maintaining systems that are both Windows and Linux-based

#### Web and Application Development

- Languages: Python, C, HTML, CSS, and JavaScript
- Frameworks: Bootstrap and Flask