

# ZEKE BOLIVER

## Software Engineer

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☎ (123) 456-7890

📍 Austin, TX

🌐 [LinkedIn](#)

🐙 [Github](#)

## CAREER OBJECTIVE

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Collaborative computer science graduate. Eager to secure an internship using my experience with natural language processing and building web apps for non-technical users to further the mission of Coursera in democratizing education across the world.

## WORK EXPERIENCE

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### Technician

#### [University of Texas Help Desk](#)

📅 January 2018 - May 2021

📍 Austin, TX

- Worked 18 hours a week in the campus' largest computer lab to troubleshoot students' issues with network connectivity, printers, and related technology
- Streamlined the process of responding to issues by implementing a ticketing system and grouping similar issues together to reduce resources and time to complete inbound requests by 2 hours
- Answered phone calls, messages, and chatroom, and assisted with scheduling complex issues that required appointments
- Trained 3 freshmen help desk technicians in procedures, work ticketing system, and conflict management
- Performed software updates and routine maintenance on computers, printers, and copy machines

### Research Assistant

#### [UT Computer Science Institute](#)

📅 April 2015 - January 2018

📍 Austin, TX

- Developed an interactive web app for Trial, an app that streamlines the process of literature review for researchers in the University of Texas School of Medicine
- Researched and tracked potential programming solutions, and documented processes and fixes
- Built a scraper in Python to structure data on 5K+ publications, and used the Natural Language Toolkit library in Python for a more robust search of abstracts for research publications
- Provided ongoing app support to identify, fix, and test bug issues, and surveyed user feedback to implement changes that increased user satisfaction by 17%
- Collaborated with undergraduate and graduate computer science students to determine design, app interaction, and enhancements

## EDUCATION

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B.S.

Computer Science

[University of Texas](#)

📅 September 2017 - May 2021

📍 Austin, TX

🎓 GPA: 3.4

## RELEVANT COURSES

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Data Structures

Algorithm Design

Database Management Systems

Computer Vision

Software Design Methodology

## SKILLS

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JavaScript (Angular)

HTML/ CSS

Python (Django)

SQL (PostgreSQL, Oracle)

REST APIs (GraphQL)

Git