# Objective

Motivated and detail-oriented Computer Science graduate with a strong foundation in software development, web technologies, and customer support. Seeking an entry-level developer position to leverage programming skills, problem-solving abilities, and a passion for creating impactful software solutions.

# Education

*Weber State University, Ogden, UT*

**Bachelor of Science in Computer Science** (Expected April 2024)

* Specialized in software development, algorithms, data structures, and web technologies.
* Relevant Coursework: Data Structures, Algorithms, Web Development, Database Management.

# *Associate Degrees & Certifications*

* **Associate of Applied Science in Computer Science**, 3.85 GPA (April 2023)
* **Certificate of Proficiency in Programming Essentials**, 3.93 GPA (April 2023)

# Projects

Portfolio Website: Developed a SPA using React.js, Tailwind and Firebase. This project involved API requests, database management and dynamic generation of html elements.

# Professional Experience

*Presence, Salt Lake City, UT*

**Technical Support Services** (Feb 2019 - Present)

* Provided technical support to mental health professionals, ensuring uninterrupted therapy services.
* Managed an average of 100 support tickets weekly with a 95% customer satisfaction rate.
* Implemented process improvements, increasing department efficiency by 30%.
* Collaborated with product teams, contributing to product enhancements using JavaScript and Salesforce.

# Skills

* Programming Languages: Python, Java, JavaScript, HTML/CSS, SQL
* Software & Tools: Salesforce, GitHub
* Concepts: Data Structures, Algorithms, Web Development, Problem Solving
* Systems: Linux
* Databases: MySQL

# Soft Skills

* Effective Communication
* Team Collaboration
* Problem Solving
* Customer Service