**Joshua Bohner**

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**Education**

B.S., Buena Vista University, Storm Lake, IA  *Anticipated May 2023*

Major: Computer Science (IT Track), CGPA: 3.99

Minor: Music Performance

**Technical Skills**

Languages: Python, C++, C#, C, Java, Bash, JavaScript, HTML, CSS

Operating Systems: Windows, MacOS, Linux (Ubuntu)

Software/APIs: Docker, Git, Vim, MySQL, AWS Management Console, Unity, Flask, SqlAlchemy, REST, WSL

**Experience**

Cloud Support Associate Intern, Amazon Web Services *May 2022 – August 2022*

* Attend weekly manager and mentor meetings to discuss performance, strengths, and weaknesses
* Participate in online learning platform to learn about Amazon’s infrastructure and premium support
* Provide solutions to sample customer problems in the AWS Console via bottlenose labs
* Read, research, and respond to customer questions on an Amazon public support forum

Lead Student Technical Assistant, Buena Vista University Information Technology *September 2020 - current*

* Coordinate with STAs and Help Desk Manager for shift scheduling
* Assist full-time ITS staff with additional tasks as needed
* Assist students and faculty with questions over the phone or at the help desk
* Create tickets in ticketing system for service requests that cannot be resolved right away
* Respond to tickets with steps or instructions to resolve a variety of issues
* Maintain self-service documentation for clients to view and attempt to troubleshoot issues individually
* Perform hard drive swaps, screen or hinge replacements, or other hardware repairs
* Process and rent out loaner laptops, cables, adapters, and other devices to students or staff
* Perform imaging and software updates on all loaner and employee laptops in storage monthly

**Relevant Coursework**

Database Managements Systems, Algorithms, Software Engineering, Operating Systems, VR & AR Programming, Computer Architecture, Web Application Development, Development and Operations

**Projects**

**BvSort**: Application that efficiently and quickly sorts 4 GB of random, unsigned integers in a virtual machine with 1 GB of available RAM. Utilizes multithreading and a min heap to facilitate the sorting process. Environment: gcc 9.3.0., WSL 2.0, Virtualbox, Ubuntu 20.04 LTS.

**Blurg**: Blurg is a command-line utility that manages diaries. Diaries may be stored locally, or they may be shared remotely through a server via flask. Developed on a team with 6+ members. Environment: Python 3.9, Pytest, Ubuntu 20.04 LTS, Flask, Requests, Pycodestyle, Coverage.

**Campus Involvement**

Association for Computing Machinery (ACM)

Anime and Gaming Society (AGS)

Student Activity Board (SAB)

Alpha Chi