Campbell Wright

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Summary

Emerging technology professional with experience in software development and IT support, currently in a leadership role coordinating student technician activities. Successfully managed projects such as migrating computing systems to centralized logins and upgrading software installations. Eager to apply technical skills and leadership experience to optimize IT solutions and drive efficiency in a target organization.

EDUCATION

Texas A&M University, College Station, Texas   **Aug 2022 - May 2026**
B.S., Computer Engineering, Minor in Mathematics
- **GPA:** 3.141/4.000
- **Coursework:** Digital System Design, Computer Architecture, Advanced Computer Architecture, Signals and Systems, Data Structures and Algorithms, Foundations of Software Engineering, Introduction to Computer Systems, Database Systems, Microcomputer Systems, Electronics, Programming Languages

TECHNICAL SKILLS

- **Programming Languages**: JavaScript, Python, Verilog, C++, C, Java, Assembly, PHP, CSS, HTML, TypeScript, SQL, Haskell
- **Tools & Technologies**: Active Directory, Microsoft Endpoint Configuration Manager, Windows Remote Assistance, Bomgar, ARMv8 processors, Git/GitHub, Linux, Microsoft 365 Certified, Relational Databases, SQL Databases, Unity, React, PostgreSQL
- **Hardware**: Computer hardware diagnostics, Imaging, Component installation, Network hardware maintenance
- **Projects**: Migrating Division of Student Affairs computers to a centralized login, Updating all Division of Student Affairs devices to Windows 11, Deploying critical BIOS updates to Student Affairs Devices, Creating a roadmap of success for Higginbotham in embedded insurance, Optimizing technician and appointment scheduling, Designing and optimizing service desk ticketing system, Home server for web development and testing, Budget Tracker built with Google Apps Script, Gyroscope-controlled sports/stocks ticker, CrowdStrike Remediation, Fitness Tracker App built with React.js, Fantasy Sports Probability Calculator built with Python

WORK EXPERIENCE

Texas A&M University Technology Services

Student Coordinator   **May 2025 - Present**
- Coordinated and assigned tasks to student technicians, aligning with their skill levels, which increased operational efficiency by optimizing resource allocation.
- Enhanced team performance and response times by training new technicians, managing the ticketing queue, and serving as the first point of escalation.
- Crafted and implemented knowledge base documentation and recommended policy enhancements that streamlined operations and improved efficiency by 20%.

Student Technician   **Feb 2023 - May 2025**
- Enhanced customer satisfaction and minimized downtime by effectively installing and troubleshooting computer programs and hardware using tools like Windows Remote Assistance and Bomgar.
- Utilized System Center Configuration Manager to perform hardware diagnostics, including imaging and component installation, which significantly boosted system performance and reliability.
- Leveraged expertise in Active Directory, System Center Configuration Manager, and Windows Remote Assistance to enhance technical support efficiency, minimizing resolution times by 40%.

Higginbotham Summer Internship Program

Employee Benefits Intern   **May 2025 - Aug 2025**
- Worked with interns to create a success roadmap at Higginbotham, improving project planning and teamwork.
- Participated in service and carrier connection activities in the Dallas-Fort Worth metroplex, strengthening industry relationships and improving networking effectiveness.
- Expanded knowledge of Higginbotham's services and effectively supported senior employees on key projects, enhancing industry understanding and refining project management abilities.

Reynolds & Reynolds

Software Developer   **Jun 2022 - Aug 2022**
- Enhanced system reliability and user satisfaction by developing and debugging KeyTrak programs, leading to a 30% increase in user efficiency.
- Developed and tested projects with technical designs that improved workflow efficiency and consistently met client demands.
- Utilized technical skills in JavaScript, PostgreSQL, C#, and React.js to lead successful completion of new projects and resolve complex software issues efficiently

Hardware Technician   **Feb 2022 - Jun 2022**
- Enhanced and repaired customer hardware—including printers, computers, servers, scanners, network equipment, and key-tracking systems—to boost equipment efficiency and maximize customer satisfaction.
- Implemented methodical processes to optimize efficiency and accuracy, leading to a 20% improvement in task completion time.

INVOLVEMENT

TAMU Faculty-Led Computer Architecture Study Abroad   **May 2024 - Jun 2024**
Student
- Studied Computer Architecture and Advanced Computer Architecture at UCLouvain in Belgium
- Built and studied a single-cycle processor using ARMv8 and Verilog
- Studied memory allocation and branch prediction
- Took technical visits to companies around Belgium such as WSL, Lasea, and TaiPro