

# CASSIDY WHITEHEAD

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github.com/cassidyw03 | linkedin.com/in/cassidyw

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Self-motivated, organized and detail-oriented software engineering student with emphasis in Web Design. Skilled in building responsive websites using HTML, CSS, JavaScript, and React. Passionate about creating beautiful, clean, and user-oriented digital experiences. Seeking an internship or entry-level role to contribute to innovative projects and continue growing as a developer.

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## EXPERIENCE

### PHONES SPECIALIST

BYU Idaho Support Center | Rexburg, ID  
2024 – 2025

Handled over 2,000 calls, resolving 75% of issues independently, referring to other departments only when specialized expertise was required. Streamlined efficiency by navigating school systems and finding correct information in a timely manner. Awarded Star Performer recognition out of 60 colleagues for exceptional performance in handle time, escalation rate, and customer satisfaction.

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### CHOCOLATIER/ CASHIER

Florence's Exquisite Chocolates | Rexburg, ID  
2022

Promoted advanced quality standards while ensuring efficiency throughout production. Upsold customers on seasonal products and classics. Reliably 10 minutes early to shifts.

### SERVER

Good Samaritan Society | Windsor, CO  
2020

Exceeded hygienic standards and regulations during Covid 19 precautions for the elderly while delivering meals. 95% of meals were delivered on time. Ensured meal count accuracy by managing final kitchen numbers and dietary counts.

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## EDUCATION

### B.S. IN SOFTWARE ENGINEERING, EMPHASIS IN WEB DEVELOPMENT

Brigham Young University- Idaho  
EXPECTED DECEMBER 2026

- Relevant coursework: Applied Programming, Computer Systems, Web Frontend Development
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## SKILLS

- C#, CSS, HTML, JavaScript, Python, Swift
  - Adaptability
  - Communication
  - Detail-Oriented
  - Jira
  - Microsoft Office
  - Problem-solving
  - React
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