

LIZ SHELBY

Computer Science Student

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Little Rock, AK

<https://www.github.com/betty-pen/>

SUMMARY

Resourceful Software Intern with 2 years of experience in the IT sector. Skilled in Java, Python and HTML. Adept at computer systems and web services. Looking for an internship that will help me become a skillful professional.

EDUCATION

High School Diploma

Excel High School

09/2014 - 06/2019 Boston, MA

GPA

4.0 / 4.0

Bachelor of Computer Science

Northeastern University

09/2019 - 07/2022 Boston, MA

GPA

4 / 4

- Performed software development and testing of 10 project websites
- Learned how to operate with databases and performed data modeling
- Worked with a team of 5 colleagues to deliver an innovative e-commerce application
- Took additional courses on the development of AI programs and blockchain technology
- Learned how to install, modify and make minor repairs on personal and business computers
- Built 4 professional websites
- Excelled in mathematics, intelligent systems and algorithms and complexity
- Learned how to perform troubleshooting and fix bugs

TECHNICAL SKILLS

Python Java JavaScript HTML CSS

Visualforce Windows Web Services

Computer Systems AWS C++ Troubleshooting

VOLUNTEER

Educator and Social Worker

EduTech

01/2018 - 01/2019 Boston, MA

- Educated 100+ street children in computer systems and how to work with OS
- Social worker in the streets of Boston, MA
- Coordinated 30+ volunteers

EXPERIENCE

Software Intern

Salesforce

06/2021 - 12/2021 Little Rock, AK

Salesforce is an American cloud-based software company headquartered in San Francisco, California.

- Contributed to the development of 1 project of web development
- Resolved 20 assigned job requests and incident tickets
- Assisted in handling 11 execution proceedings
- Assisted in product development from conception to end-user stage with a success rate of over 95%

IT Intern

Microsoft

11/2020 - 04/2021 Boston, MA

Microsoft is one of the biggest tech companies in the world.

- Personally provided tier 1 technical support to clients for their computer and software issues
- Participated in performing a web database testing of measurements for over 2M+ clients to enhance the management of customer data
- Installed Windows and hardware systems components for 1000+ college staff and students
- Operated a help desk that supports 2000+ remote associates

STRENGTHS



Curiosity

Never done reading about technology and innovations in AI, Blockchain and Cloud Computing.



Critical Thinking

Actively and skillfully evaluate and apply new ideas in my daily and professional tasks.

REFERENCES

Sara Fenton, HR at Salesforce

+1-566-798-1004

Jo Ben, Sr Java Developer at Microsoft

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