

# LIZ SHELBY

## Computer Science Student

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📍 Little Rock, AK

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🔗 <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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