

Cynthia Obia

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TECHNICAL SKILLS

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|--------------|--------------|----------------------------------|
| • HTML | • Python | • Node.js |
| • CSS | • MongoDB | • DevOps |
| • JavaScript | • Express.js | • Prototyping and Wireframing |
| • C++ | • React | • Data Structures and Algorithms |

EDUCATION

Google-Sponsored Per Scholas | Software Engineering | June 2023 - September 2023

Michigan State University | Bachelors of Science, Computational Mathematics | August 2013 - Dec 2017

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|---------------------------------------|------------------------------|
| • Dean's List Spring 2014 | • Women in Computing |
| • National Society of Black Engineers | • Society of Women Engineers |
| • Alpha Kappa Alpha Sorority | • SpartaHack 2016 |
| • African Student Union | • Google Campus Games 2017 |

WORK EXPERIENCE

DevOps Engineer Apprentice | DRW | Chicago, IL | May 2022 – Dec 2022

- Cooperated with teammates to implement blue/green deployment strategies with Kubernetes to reduce downtime between development and production environments
- Utilized CI/CD tools to build pipelines through TeamCity and Concourse, manage images in Docker and Harbor registries, and maintain source code via Git and GitHub
- Collaborated with team managers to improve team productivity by researching and providing feedback on trending technology topics and skills for future company-provided learning courses and modules

Technical Support Representative | Teleperformance | Warren, MI | September 2020 – April 2022

- Managed 50+ incoming external customer inquiries daily to provide technical support for OnStar and General Motors Connected Services such as WiFi, navigation, in-vehicle apps, and bluetooth
- Identified and prioritized subscribers' issues by asking probing questions and escalating to department lead contact for resolution when appropriate
- Troubleshooted, tested, triaged, and resolved subscriber issues effectively and efficiently, resulting in consistently high customer satisfaction ratings of 80% and above in post-service surveys.

User Interface Design Intern | MSU Federal Credit Union | East Lansing, MI | May 2017 – August 2017

- Performed interface inventories to establish a dynamic style library for ongoing reference and utilization
- Developed user workflows, prototypes, wireframes, and finalized designs for company forms, ensuring efficient and intuitive user experiences
- Employed atomic design principles and pattern library concepts to streamline existing styles and code, resulting in improved efficiency and consistency

Python & Math Camp Assistant | Michigan State University | East Lansing, MI | June 2016 – July 2016

- Provided supervision and guidance to students in grades 4-6 during summer camp sessions
- Assisted in the instruction of Mathematics and Python language programming courses, supporting students in their learning journey
- Contributed to the preparation and organization of learning activities and assignments in classroom and lab settings

Owner & Freelance Hair Stylist | Beauty by Cynthia O. | Detroit, MI | January 2010 – March 2020

- Stayed up to date with current and popular trends, styles, and techniques to provide hair braiding, weaving, and other customized hair services on a freelance basis
- Efficiently managed and scheduled client appointments, accommodating academic commitments, extracurricular activities, and other work responsibilities
- Implemented social media marketing strategies and leveraged existing client referrals to effectively promote and publicize services, resulting in the growth and retention of a strong client base