Daniel R. Richmond

7 Titus Ave Richboro, PA 18954
linkedin.com/in/dan-richmond/

(267) 467-2315
danrichmond@comcast.net
github.com/danrichmond

EDUCATION   Anticipated - May 2019

Indiana University of Pennsylvania, Indiana, Pennsylvania
Bachelor of Science in Computer Science, Language and Systems Track
Minor in Mathematics
GPA 3.69, Dean's list 8/8 semesters

RELATED EXPERIENCE

Student Supervisor   February 2016 - Present
IT Support Center at Indiana University of Pennsylvania, Indiana, Pennsylvania
- Supervise 10 student workers and train new student workers with our systems and procedures including our ticket processing system as well as troubleshooting techniques
- Receive 30-40 emails per hour and create/delegate tickets to the appropriate department or handle them on the spot if possible
- Verify customer's personal information so other student workers can assist with password resets and other safeguarded account changes over the phone
- Maintain the IT Support Center's website which includes creating new web pages, joining multiple pages, and revising existing pages

ADDITIONAL EXPERIENCE

Hackathons   Fall 2016 - Spring 2017
- Participant in the 2016 and 2017 HackPSU competitions on a team with 3 other members to develop a web/mobile application utilizing scripts for automation

Programming Team   Spring 2017 - Present
- Practiced and competed on the Indiana University of Pennsylvania programming team while learning critical problem solving techniques and developing algorithms to solve problems

TECHNICAL SKILLS

- High level languages: Java, Python, SQL, and R
- Low level language: Assembly
- Web development: HTML, CSS, Javascript, PHP, Apache, and Ember
- Version control: Git
- Cloud Computing: AWS
- Environments: Eclipse, Xcode, R Studio, WebStorm, and PyCharm
- Operating systems: Windows, macOS, and Linux

PROFESSIONAL DEVELOPMENT

Software Development Group   Spring 2017 - Present
- Head of our ACM student chapter's software development group working with 7 other students in an agile environment to implement and develop skills in web development

HONORS AND MEMBERSHIPS

- National Honors Society (Phi Eta Sigma)
- National Society of Leadership and Success
- Association for Computing Machinery (ACM)