

Donna Petitti

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PROFILE

An ambitious computer science junior with an excellent work ethic, an eye for detail, and a thorough approach. Rich background and work experience ensure strong abilities serving as a collaborative team player with excellent communication and interpersonal skills. Ready to apply knowledge learned in and out of the classroom to excel in a new position with room for growth and advancement.

EDUCATION

Candidate for Bachelor of Science, Computer Science
University of Massachusetts Lowell – Lowell, MA

Anticipated Grad: May 2022
GPA: 3.3

ACADEMIC EXPERIENCE

Computing

- Worked productively with a team of students to tackle various programming assignments
- Developed and presented findings and solutions to the teaching assistant
- Worked to solve complex problems using C and C++

SKILLS

Programming: Proficient in C, C++, and Python. Exposed to Java, SQL, and JavaScript

Tools: Postman, Git, Jenkins, Kibana, Nagios, Swagger, Artifactory, Salesforce, Microsoft Office

EMPLOYMENT HISTORY

Jan 2020 — Present

Dev-Ops Support Engineer, Dell

Hopkinton, MA

- Investigated and closed tickets created involving transferring of VM ownerships
- Performed API testing using Postman and Swagger to retrieve and explore data within servers
- Designed and built code to obtain users/admins for various services to obtain vital information
- Thoroughly examined scripts to find bugs and fixed issues on a timely matter

May 2018 — Aug 2019

Administrator, OpenDoor Education

Acton, MA

- Responsible for the day to day operations for tutors and clients
- Organized and maintained structure within classroom environments

Aug 2017 — Mar 2018

Product Zone Specialist, Apple

Nashua, NH

- Managed wide variety of customer service and administrative tasks to resolve customer issues quickly and efficiently
- Demonstrated quick problem-solving skills by finding solutions with limited time
- Excellent at working with customers and able to turn a frustrated customer into a positive interaction