



EDEN SYOUM

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GitHub: ediesyoum
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SKILLS

Languages & Frameworks

HTML5, CSS3, Ruby, Rails,
JavaScript, PHP

Management & Deployment

GitHub/Git, Heroku

Databases

MySQL, PostgreSQL

Content Management

Drupal, WordPress

Methodologies

Object Oriented Programming,
MVC Frameworks, Test-Driven
Development, Responsive Design,
Authentication, User Stories,
Wireframing, UX/UI

EDUCATION

TEMPLE UNIVERSITY

Philadelphia, PA, 2008 –2012

Bachelor of Arts in Political Science
Minor in Spanish

Cumulative GPA of 3.71 | Cum Laude
Phi Beta Kappa & Phi Sigma Alpha

I am a creator of modern, efficient web solutions that address problems with the user's experience. My background in educational user support provides me with a high degree of user research and communication skills. I am adaptable and unafraid to tackle new challenges, and do so with heart, diligence and dedication.

EXPERIENCE

WEB DEVELOPMENT IMMERSIVE REMOTE

GENERAL ASSEMBLY, Online | May 2016 – August 2016

Full stack web development program focused on common best practices in object-oriented programming, MVC frameworks, data modeling, and test-driven development. With this program, I developed a portfolio of individually and collaboratively focused projects that display my aptitude to solve problems through web development and design. I also gained the ability to be unafraid to tackle new challenges and learn new languages, while creating modern and efficient web solutions that work to better the user's experience.

IT SUPPORT SPECIALIST, INFORMATION SYSTEMS & COMPUTING

UNIVERSITY OF PENNSYLVANIA, Philadelphia, PA | April 2015 - May 2016

- Part of team of techs supporting 3,000+ users and machines across 20 departments
- Gained experience organizing and executing data migrations, project rollouts, big fixes, scripting, patching and software and hardware with experienced system administrators and project managers
- Created workflows for various types of clientele, concerning security practices, web efforts, databases, asset tracking and more
- Attended workshops and IT conferences regarding security efforts in the cloud, etc

IT SUPPORT ASSISTANT, SCHOOL OF ARTS & SCIENCES

UNIVERSITY OF PENNSYLVANIA, Philadelphia, PA | September 2014 - April 2015

- On-site technical support for faculty and staff in research labs and classes
- Consulted users to optimize educational workflows
- Technical advice regarding security and backup solutions
- Creation of Drupal websites for research labs in Biology and Psychology
- Hardware support, imaging, software installations and troubleshooting
- Creation and maintenance of technical documentation

FRONT-END WEB DESIGNER (INTERN)

GRAYSON SKY, Philadelphia, PA | July 2014 - September 2014

- Assisted lead web developer in executing websites to completion
- Practiced semantic HTML5, CSS3, responsive design and light JavaScript
- Creation of mockups, wire frames and web design workflows
- Liaison for UI and UX concerns for websites and web applications
- Introduction to MySQL/PHP, GitHub, MAMP and Basecamp
- Worked with copywriters, graphic designers and videographers in implementing content with web mockups/wireframe

HELP DESK TECHNICIAN, LEVEL I

UNTRA CORPORATION, Philadelphia, PA | February 2013 - July 2014

- Help desk first point of contact in person, remotely and via email and phone
- 300-600+ user base, supporting various companies and many different servers
- Technical correspondence with detailed instructions, documentation for users
- Communication of technical concepts to users in a friendly and efficient manner
- Continuous research, implementation and troubleshooting of new technologies and solutions