

## EMMA TRUSIO

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### EDUCATION

#### SETON HALL UNIVERSITY

Bachelor of Science

Major in Computer Science; Minor in Data Analytics

South Orange, NJ  
Expected May 2025

### WORK EXPERIENCE

#### COLGATE-PALMOLIVE COMP.

*Information Technology Intern*

Piscataway, NJ  
Aug 2025 – Present

- Manage/track IT support requests in FreshService, ensuring timely communication with users and resolution of software/hardware issues.
- Image and prepare 100+ computers, assisted with lease deploys/returns, maintaining accurate IT asset tracking for compliance and inventory control.
- Deliver technical support and account setup for employees across all departments (executives, scientists, legal, finance, facilities), reducing onboarding delays.

#### PACIRA BIOSCIENCES, INC.

*Information Technology Intern – Rotational Program*

Parsippany, NJ  
June 2025 – Aug 2025

- Developed Power BI dashboards by consolidating AD, Entra, Intune, and Defender data for security reporting.
- Resolved structural data loss by normalizing and merging user/device data with Power Query, improving security report reliability.
- Created a Power Apps tool for sales account planning, improving the usability and efficiency of manual data entry.
- Added NJ employee flag to log badge database using Power Query; aligned badge and HR data.
- Refreshed IT project records and validated CMDB inventory, improving data accuracy for IT quarterly governance reports.

#### SETON HALL UNIVERSITY – DEPT. OF PC SUPPORT SERVICES

*Desktop Engineering Student Worker*

South Orange, NJ  
Aug 2024 – May 2025

- Managed campus-wide Technology Service Desk queue through Jira, accelerating issue resolution and improving end-user satisfaction.
- Internally investigated technical outages and troubleshooted directly with over 100 users weekly.
- Reviewed service portal tickets and communicated technical solutions to a non-technical audience.
- Developed student-oriented policy reforms, allowing complete independence and managerial support of SVD dashboard.

#### SCHINDLER ELEVATOR CORP.

*Data Quality Intern*

Morristown, NJ  
May 2024 – Aug 2024

- Facilitated system-wide data cleansing and quality assurance for upcoming systems migration project, ensuring data integrity across 12,000+ customer accounts.
- Streamlined project's progress by introducing a mass email system, contributing to a 200% activity increase.
- Resolved unrelated customer concerns with a compassionate and helpful demeanor.
- Conducted a capstone research project designing a correlation analysis between canceled contracts and routine service reviews data sets.

### PROFESSIONAL AND EDUCATIONAL PROJECTS

#### PERSONAL PORTFOLIO WEBSITE – HOSTED BY GITHUB PAGES

Ongoing

- Built a Power Apps account planning tool with a user-friendly interface to streamline manual data entry for the sales team.
- Designed modular data models for dynamic UI rendering and one-to-many relationships.

#### ACCOUNT PLANNER POWER APP SITE – PACIRA BIOSCIENCES, INC.

August 2025

- Built a Power Apps account planning tool with a user-friendly interface to streamline manual data entry for the sales team.
- Designed modular data models for dynamic UI rendering and one-to-many relationships.
- Implemented logic for filtered queries, form validation, and multi-select inputs to ensure accuracy and scalability.

#### TURN-BASED STRATEGY BATTLE GAME WITH AI CHATBOT – SETON HALL UNIVERSITY

May 2025

- Built a multiplayer turn-based combat game in Python with GUI (tkinter), server-client architecture (sockets), and modular OOP design.
- Developed custom battle logic, status effects (stun, poison, heal), and cooldowns to enhance gameplay.
- Integrated an AI chatbot (SQLite + keyword parsing) to guide users during play.
- Improved UX via real-time state tracking, exception handling, and polished GUI.

### ADDITIONAL

#### Technical Skills:

*Programming:* Python, Java, R, SQL, JavaScript, HTML, Racket

*Data & Visualization:* Power BI, Power Apps, Power Query, Tableau, Excel, Pandas, Seaborn, Matplotlib

*Systems & Tools:* Intune, Entra, Defender, AD, Azure, SMART, SAP, Jira, FreshService, AutoCAD, AWS, WorkSpace One, React.js

#### Relevant Coursework:

Program Design, Object Oriented Programming, Data Structures & Algorithms, Statistics, Text Mining, Data Mining, Data Visualization, Operating Systems, and Assembly Programming