Elijah Smith-Antonides

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EDUCATION

University of Rhode Island, Kingston, RI   Expected May 2025
Bachelor's in Computer Science, GPA 3.4

WORK EXPERIENCE

The Computer Store LLC   10/2014 - 06/2018
Computer Software & Hardware Technician / Store Manager

- Diagnosed and repaired **300+** desktop and laptop computers, troubleshooting hardware and software issues.
- Performed installations of HDDs, SSDs, motherboards, screens, and OS re-installations.
- Provided **remote customer support**, reducing in-store visits by **30%**.
- **Trained 3 employees** on technical repair procedures and customer service strategies.
- Managed inventory, handled bank deposits, and **resolved customer upsets**.

Army National Guard   4/2023 - Present
Sergent E-5 Army Musician

- **Strong Military Bearing** requires good **time management and discipline** in stressful situations.
- Lead and **coordinate** live performances for **audience's 100+ persons.**
- **Train and mentor** new members in performance standards and teamwork.

LifeWorks
Health Benefits Counselor   8/2020 - 09/2021

- Provided **guidance on health insurance** premium payment plans, **Medicare/Medicaid**, and spending accounts.
- **De-escalated** customer concerns by submitting **service requests** and processing emergency carrier updates.
- Managed transfers between medical carriers and internal departments to ensure **seamless service.**

PROJECTS & RESEARCH

Software Engineering:
Was a **SCRUM master**/team leader for full stack development of a gym app called FitForge, used **Agile software** development techniques, designed **firebase backend** authentication, created JSON format for user file storage, managed GitHub repository, and GitHub project **sprints**.

Data Science:
Developed a web scraper to scrap musical artist information from wikis to find correlations between album runtimes and yearly hits. Used **machine learning** to determine if "Fake News" can be detected from article titles.

TECHNICAL SKILLS

Hardware & Software Troubleshooting & Repair:

- PC assembly / Hardware Replacement, OS installations, Remote tech support

Programming & Full Stack Development:

- Dart, Python, Pandas, C/C++, Bash, JupyterBook scripting, Flutter

Machine Learning (scikit-learn):

- Supervised & Unsupervised Learning, Web Scraping, Data Cleaning, Model Optimization

GitHub Administration:

- Reviewing and approving PRs, Creating GitHub Actions

Team Leadership & Training:

- Managing Small Teams / Training New Employees, Public Speaking and Performances