

Elijah Smith-Antonides

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Education

University of Rhode Island | Kingston, RI
Bachelor's in Computer Science | 05/2025

- Dean's List (Entire Duration)
- Teaching Assistant, CSC311 (Computer Systems and Programming Tools)

Past/Current Employment

Army National Guard | Warwick, RI
Specialist E-4 Army Musician | 04/2022 - Present

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

LifeWorks

Health Benefits Counselor | 08/2020 - 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.

The Computer Store LLC

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

- 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 and interactions.

Technical/Professional Skills

- **Hardware & Software Troubleshooting & Repair:**
 - PC assembly / Hardware Replacment
 - 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