

# ETHAN THOMAS GAPAY

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## SKILLS

- Python, Pandas, Power BI
- MySQL, Postgresql, MariaDB, MSSQL
- React, Angular, JavaScript, Node.js, Express.js
- Customer Service experience
- Experience in presentation and public speaking
- Able to work in a team effectively

## EDUCATION

**Bachelor of Science in Computing and Information Technology, *summa cum laude***

Rochester Institute of Technology, 2020 - 2024

Concentration – Databases, Web Development

## PROJECTS

**Top Steam Game Analysis – <https://egapay.github.io/steam-game-analysis/>**

- Conducted a data analysis project to explore the top 100 Steam games since March 2009. Showcased full analysis pipeline including data extraction, transformation, and loading (ETL) followed by visualization and insights generation.

**Senior Development Project – GCCIS Directory Display Boards v2.0**

- Tasked with revamping Rochester Institute of Technology's computing college directory display boards. Lead front-end team to create new and improved user interface using Angular.

**RIT's iSchool Website Project – [people.rit.edu/~etg5588/ISTE340/iSchoolProject/](https://people.rit.edu/~etg5588/ISTE340/iSchoolProject/)**

- Recreated RIT's Computing and Information Sciences website using React. Consumed RESTful API to provide dynamic content. Designed website to align with RIT's visual standards incorporating brand colors and design style.

**Margo's Dream Foundation Website – [www.margosdreamfoundation.com](https://www.margosdreamfoundation.com)**

- Developed website for non-profit organization to allow users to learn more about the foundation. Regularly collaborated with stakeholders to gather feedback and approval for design decisions.

## PROFESSIONAL EXPERIENCE

JANUARY 2024 – DECEMBER 2024

**ITS Network Communications Student Worker, ROCHESTER INSTITUTE OF TECHNOLOGY.**

Member of the ITS Network Communications team, assisting with maintenance of school's network.

- Troubleshooting wireless access points to ensure reliable connectivity for students across campus.
- Maintaining network closets by troubleshooting down ports and patching switches.

JULY 2023 – DECEMBER 2023

**Technical Consultant Engineer Co-Op, CISCO SYSTEMS INC.**

Member of the Technical Assistance Center team, working specifically in the Service Provider: Cable/Access technology team to provide technical support to Cisco's customers through support tickets.

- Developed automation script, alerting over 100 incorrect ASR-900/920 series cases entering the queue, reducing manual routing errors. Recorded data in MongoDB database to be used for analytics.
- Utilizing internal Cisco documentation to research customer problems, resolving over 30 cases.
- Delivered multiple presentations to team members covering both technical and soft skills.

AUGUST 2022 – APRIL 2023

**Systems Administrator Intern, QUALITY VISION INTERNATIONAL**

Member of the IT team, responsible for resolving support tickets, facilitating System Administration projects and operational tasks.

- Created proof-of-concept full-stack inventory tracker application using MySQL back-end and Python front-end.
- Automating daily tasks using Python creating scripts to streamline emails reports reducing turnaround time.
- Audit, manage, deploy, and configure devices remotely using ManageEngine enterprise IT management suite.