

ETHAN THOMAS GAPAY

Middletown, NY • 845-421-3808

ethantgapay@gmail.com • linkedin.com/in/ethan-gapay • egapay.github.io

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

AUGUST 2020 – DECEMBER 2024

Bachelor of Science, Computing and Information Technology – Rochester Institute of Technology

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/

- 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

- 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.