

# Allan E. Serna

## Computer Science Professional

Proactive student seeking an intern role in which my programming skills, creativity and aptitude for innovation will be aptly utilized.

### Experience

Jan 2017 - present	<b>IT Support Technician</b> <i>Georgia Tech    TSO Helpdesk - Atlanta, GA</i> <ul style="list-style-type: none"><li>Performed initial client assessment and analysis to begin the troubleshooting process and used a ticketing system to manage and process actions taken.</li><li>Built and provided end-user troubleshooting and desktop support on Windows and Mac systems.</li><li>Described solutions to customers accurately and persuasively, and followed up with clients to ensure optimal customer satisfaction.</li></ul>
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### Education

Aug 2015 - present	<b>Georgia Institute of Technology</b> <b><i>Bachelor's Degree in Computer Science</i></b> Overall GPA: 3.2 Major: Computer Science    Threads: Intelligence & Media Minor: Sports Business, Society, and Technology    Minor GPA: 4.00 <i>Recipient of SanDisk Scholars Scholarship</i> Expected Graduation Year: 2019
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### Projects

Jan 2018 - Dec 2018	<b>Yokogawa Production Management Portal</b> <i>Web Application being made for Yokogawa Corp.</i> <ul style="list-style-type: none"><li>In charge of the web application's UI/UX</li><li>Constructing with the ReactJS framework, using material design components</li><li>Engaging with a development team using an Agile project management system</li><li>Collaborating in the development of the backend using Node.js</li></ul>
Aug 2018 - Dec 2018	<b>Illuso the Magican</b> <i>Current Video Game Design Project</i> <ul style="list-style-type: none"><li>Idea originator and game concept art designer and manager</li><li>In charge of creating and animating the main character of the game, Illuso</li><li>Building the game with Unity, Designing the character with Blender</li><li>Collaborating in the scripting of path-finding AI's</li></ul>
Aug 2017 - Dec 2017	<b>Water Source Application</b> <i>Mobile Application made in partnership with Georgia Tech SLS</i> <ul style="list-style-type: none"><li>Front-end developer of the application</li><li>Primed the styling of the application, designed the application icon</li><li>Performed tests to verify the functionality of all the application's components</li></ul>

### Extracurricular Activity

<b>Multimedia and Visual Effects</b> <ul style="list-style-type: none"><li>Edited and shot footage to create entertainment and commercial videos</li><li>Experienced designer for event posters, fliers, and business logos</li><li>Designed NFL poster featured by the Tennessee Titans</li><li>Assembled and produced my own personal music</li></ul>
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### Personal Info

<b>Address</b> 1090 Atlantic Dr. Atlanta, GA 30318
<b>Phone</b> 615-554-9168
<b>E-mail</b> allanserna@gatech.edu
<b>GitHub</b> github.com/emanuallan
<b>LinkedIn</b> linkedin.com/in/allan-serna/

### Programming Skills

Java
Python
C#
Unity
Swift
C
SVG
Web Development
App Development
Android Studio
Information Visualizations

### Additional Skills

Graphic Design
Visual Medias: Adobe Creative Cloud Technologies
Video Production: Final Cut Pro
Audio Production: Garageband
Customer Service Background
Interpretation/Translation
Microsoft Office

### Languages

English .....	Native
Spanish .....	Native
French .....	Basic