

# Emiko Bell

## Software Engineer

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[linkedin.com/in/emikobell](https://www.linkedin.com/in/emikobell) | [github.com/emikobell](https://github.com/emikobell) | [emikobell.github.io](https://emikobell.github.io)

### TECHNOLOGIES

**Languages** | Python, JavaScript (AJAX, JSON), Java, HTML, CSS, SQL, R, MATLAB, Markdown

**Frameworks & Libraries** | React, Flask, Bootstrap, Jinja, Liquid

**Database & Industry Tools** | PostgreSQL, Git, GitHub, Command Line, AWS

**Tools/Software** | Microsoft Excel, TeamDynamix iPaaS, Postman, SPSS

### PROJECT

**Wrap App** | [github.com/emikobell/wrap-app](https://github.com/emikobell/wrap-app)

A single-page web app that shows an authenticated user's historical listening summary of Spotify tracks, artists, and genres. The backend is built with Python, Flask, and PostgreSQL. The frontend is built with React JS and Bootstrap. The app is hosted on AWS.

**Perceptual Gamma Correction Experiment** | [github.com/emikobell/gammacorrection](https://github.com/emikobell/gammacorrection)

A MATLAB and Psychtoolbox greyscale calibration software for presenting psychological stimuli on various displays.

### WORK EXPERIENCE

#### IT Service Management Specialist

Feb 2022 – Mar 2023

Biola University, La Mirada, CA

- Implemented ITIL 4 ITSM framework for service requests, incident management, asset management, and change management
- Developed and configured ITSM processes to help increase efficiency by 25% on all services
- Optimized and automated processes using integrations and RESTful APIs
- Led implementation and administration for service management platforms such as Web Helpdesk and Team Dynamix ITSM
- Invited by Team Dynamix to demo integrations to their customer base

#### Research Assistant (Data Analyst)

Oct 2020 – Feb 2022

University of Oxford, Oxford, UK

- Analyzed and visualized cognitive assessment data using R and presented results
- Developed memory-tracking software to assess neurodegenerative diseases using JavaScript and Python

#### IT Helpdesk Representative

Aug 2016 – Jul 2020

Biola University, La Mirada, CA

- Provided laptop, desktop, and classroom technical support for users with the highest number of tickets resolved per week among tier 1 technicians
- Led technical orientation for faculty, staff, and support workers
- Assisted in the launch and implementation of software and IT service offerings

## **EDUCATION AND TRAINING**

**Hackbright Academy**, Remote

**June 2023**

*Software Engineering Fellowship* - Accelerated, 12-week, software engineering program

**University of Oxford**, Oxford, UK

**November 2021**

*Master of Science, Psychological Research* - Graduated with Distinction

**Biola University**, La Mirada, CA

**December 2019**

*Bachelor of Arts, Psychology* - Graduated Summa Cum Laude

## **ACTIVITIES/INTERESTS**

Cooking, knitting, gaming, bouldering, visiting national parks