Emiko Bell
Software Engineer

Fullerton, CA | emikoelizabethbell@gmail.com | linkedin.com/in/emikobell
github.com/emikobell | emikobell.github.io

TECHNOLOGIES
Languages | Python, JavaScript (AJAX, JSON), HTML, CSS, SQL, R, MATLAB, Markdown
Frameworks & Libraries | React, Flask, jQuery, Bootstrap, Jinja
Database & Industry Tools | PostgreSQL, Git, GitHub, Command Line
Tools/Software | Microsoft Excel, TeamDynamix iPaaS, Postman, SPSS

PROJECT
Wrap App | 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.

Perceptual Gamma Correction Experiment | 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 data using R
- Developed software for experiments using MATLAB, JavaScript, and Python

IT Helpdesk Representative   **Aug 2016 – Jul 2020**
Biola University, La Mirada, CA
- Provided laptop, desktop, and classroom technical support for users
- Experienced in maintaining high levels of customer success and satisfaction
- Led technical orientation for faculty and staff
- Led training for technical 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