

# Emma Dibble

emmandibble@gmail.com | (321) 230-0679 | Orlando, FL 32828

www.emmandibble.com • www.linkedin.com/in/emmandibble

## WORK HISTORY

### IT Help Desk and Web Development Intern. Lakeland, FL

*Summit Consulting | 05/2019 – 05/2020*

- Engaged with over 100 internal employees and external users a week to resolve technical issues including but not limited to: use of the Summit Holdings website, configuring employee workstations in a Windows environment, and problem solving common workplace errors
- Collaborated with Tier 2 and 3 support teams to resolve user tickets in a timely manner
- Created and managed 5 different web application testing programs using Selenium to ensure ease of transition from test servers to production servers on website redesign project

### Media Lab Technician. Lakeland, FL

*Florida Polytechnic University | 11/2018 - 05/2019*

- Assisted students, professors, and staff in exploring their creativity
- Offered technical support in the full Adobe Suite, various Game Development and 3D Modeling software, and guidance on using loaned equipment, such as DSLR cameras, Oculus Headsets, etc.
- Maintained a clean and soundproof studio where full photoshoots, audio, and video recording sessions were conducted

### Team Member. Orlando, FL

*Chipotle Mexican Grill | 11/2015 - 08/2016*

- Kept work areas clean, organized, and safe to promote efficiency and team safety
- Kept supplies in sufficient stock by assessing inventory levels and reporting lower stock items

## CERTIFICATIONS AND AWARDS

Early STEM Learning Award - *Hillsborough County Public Schools*

- Awarded to my project **World's Future Doctors** in Fall 2016

Lean Six Sigma White Belt Certification - *Summit Consulting*

- Certified August 2019

Adobe Photoshop CS6 Certification - *Adobe*

- Certified January 2014

## SKILLS

- Customer Service
- Technical Support
- Windows Operating Systems
- Microsoft Office Suite
- Google Suite
- Administrative Assistance
- Time Management
- Test Automation
- Software Development
- Web Development
- Adobe Creative Cloud
- Quickbooks Accounting

## PROGRAMMING LANGUAGES

- Java
- C++
- C
- Python
- HTML5

## EDUCATION

### Florida Polytechnic University

Lakeland, FL

Graduated 05/01/2020

**B.S.** Computer Science

**GPA:** 3.2