Felice Hinako Henriquez

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EDUCATION

University of Maryland, Baltimore County (UMBC), Baltimore, MD   May 2020
Bachelor of Science in Information Systems

SKILLS

Virtual/Cloud	Amazon Web Services, Virtual Box
IT/Networking	Ansible, Docker, Wire Shark
Programming	SQL, C++, HTML, CSS, Git Bash, Ruby
Operating Systems	Windows 10/ Linux (Linux Mint, CentOS, Ubuntu)
Foreign Languages	Japanese (fluent)
Other	Github, Confluence, VS Code, Trello**,** Wordpress

RELATED EXPERIENCES

Blackboard, *Help Desk Customer Service Advisor*, remote   July 2020- Present
- Accurately documented information to web-based ticketing systems, and escalated unique issues
- Followed strict security guidelines to make sure no sensitive information regarding the student was given to outsiders

UMBC Game Developer's Club, *Secretary,* Hilltop, MD   Jan 2019- May 2020
- Doubled the number of followers on YouTube, Twitter, and Instagram by designing attractive thumbnail images for posts
- Cooperated with the Web Master to redesign the club website, and attracted partners for the club
- Sent weekly announcement emails and social media posts

X8-Information Technology and Services, *Intern*, Hanover, MD   July 2019- Nov 2019
- Researched and tested software such as Ansible and Docker for the company's *Infrastructure as Code* project
- Searched for bugs during the company's CTF (Capture the Flag) workshop

PROJECTS

UMBC Game Developers' Club: Bit Rush*, Lead Character Designer*   Jan 2020- May 2020
- Designed 11 characters with 5 expressions each within the time scope
- Supervised mobile UX/UI with the project leader
- Supervised art direction with the team remotely

RELEVANT COURSEWORK

Network Design & Management, Database Application Development, Data Communication & Networks, Decision Support Systems, Technical Communication, Computer Science II, Management of Information Systems