

# Victoria Ivana Price

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## **PROFILE**

Enthusiastic aspiring software developer with a strong work ethic looking to leave her mark on the world by creating tangible, scalable, and extraordinary products. Self-starter with a passion for lifelong learning. Cognizant of the importance of customer centricity throughout the entire software development lifecycle. Seeking entry-level programming and systems analysis opportunities at innovative companies with pathways for mentorship and growth.

## **EDUCATION**

**National Louis University – Wheeling, IL**

September 2021 – June 2023

**Bachelor of Science (BS) in Computer Science & Information Systems**

**GPA:** 4.0

- **Honors:** Phi Theta Kappa Honor Society Transfer Student Scholarship, High Honor Roll
- **Relevant Coursework:** Operating Systems, Systems Analysis, Discrete Structures, Applied Programming in Python, Data Analysis, Applied Object-Oriented Programming in Java, Information, User Interface Development, Developing & Managing Databases, Advanced Studies in Web Development, Advanced Studies in Application Development
- **Technical Skills:** Computer Programming (Python, Java, JavaScript), Web Development (HTML/CSS), JetBrains IDEs, Visual Studio Code, Microsoft 365 Suite (Access, Excel, Word, PowerPoint, etc.), Google Workspace, UI/UX Design, Sketch, Marvel, Canva, Figma, Git, GitHub

**College of Lake County – Grayslake, IL**

August 2020 – June 2021

**Associate of Arts (AA) in Computer Science**

**GPA:** 3.8

- **Honors:** National Science Foundation Scholarship, Phi Theta Kappa Honor Society Community College Scholarship
- **Relevant Coursework:** Computer Programming for Engineers and Scientists (MCS 140)

## **PROFESSIONAL EXPERIENCE**

**Computer Science Club of National Louis University – Wheeling, IL**

November 2022 – Present

**Founder & President**

- Foster positive relationships between club leaders, members, and the advisor, creating a collaborative and supportive club culture.
- Invite executives from local tech companies to speak at club meetings, exposing members to different aspects of the tech industry.
- Conduct lectures on technical topics, such as Raspberry Pi single-board computers, Python programming, and app development.

**Vernon Hills Park District – Vernon Hills, IL**

February 2020 – Present

**IT & Customer Service Support**

July 2021 – Present

- Provide direct assistance to the IT & Systems Manager and Customer Service Manager, supporting the needs of over 100 staff.
- Act as systems administrator for all Microsoft Windows servers, ensuring a secure and stable environment for all users.
- Install, maintain, and manage internal help-desk support for all District hardware and software, resulting in consistent resolution.
- Head coordination between the District's systems and their external service providers (Internet, VOIP, A/V).
- Formulate guides and train staff to operate A/V equipment and implement new technology (2FA, VPN), increasing staff technological literacy and productivity.

Customer Service Representative

February 2020 – June 2021

- Listened to the needs and concerns of all patrons, upholding the District's esteemed reputation, for which they received the Grand Plaque in the National Gold Medal Awards for Excellence in Park and Recreation Management in 2021.
- Performed clerical duties at the front desk, managing high volume phone calls, greeting visitors, and directing inquiries to appropriate departments with excellent accuracy and efficiency.
- Maintained a clean and organized reception area, ensuring a professional and welcoming environment for visitors and staff.

**Mariano's** – *Vernon Hills, IL*

May 2018 – January 2020

Cashier

- Operated cash register efficiently, memorizing all common PLUs, ensuring hundreds of smooth and quick transactions each day.
- Provided exceptional customer service to ensure customer satisfaction and loyalty, while confidently handling any issues.

**Vernon Hills High School** – *Vernon Hills, IL*

January 2018 – June 2019

Student AV Technician

- Calibrated, arranged, and troubleshoot audio and video equipment within the auditorium, theatre, foyer, and gym, resulting in the delivery of high-quality audio and visual experiences for dozens of special events per year.

**INTERESTS**

- **Animal Rescue:** Lifelong lover of all kinds of animals, strong advocate of rescue, rehabilitation, and adoption.
- **Scambaiting:** Supporter of online livestreamers that call scammers to prevent them from calling real victims.
- **AI:** Believer in leveraging AI to automate and improve life, curious about machine learning models.
- **Open-Source Software:** Excited about transparency and collaboration between developers and consumers.
- **Drawing:** Creator of art, in both traditional and digital mediums, for nearly two decades.
- **Theatre:** Actor and stage crew member during all four years of high school in various plays and musicals.