Gabe Aloi

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EDUCATION

INDIANA UNIVERSITY, BLOOMINGTON   **BLOOMINGTON, IN**
Anticipated Graduation Date, May 2023

- Intended Major/Degree, Computer Science BS
- Cumulative GPA to-date of 3.85
- Dean's List 2019-2021
- Founder's Scholar Recipient

PROFESSIONAL EXPERIENCE

Liberty Mutual Software Engineer   **INDIANAPOLIS, IN**
Remote Internship/Coop   *May 2022-August 2022*

- Collaborated with senior software engineers within an Agile team framework to develop and test application procedures for system efficiency.
- Provided legacy software troubleshooting to maintain performance levels.
- Prepared and submitted reports and other documentation to assist development team members.
- Wrote clear, clean code for various projects and pair programmed.
- Supported software development teams, assisting with test environment and framework creation.
- Participated in code reviews and maintained high-quality standards throughout codebase.

IT Support Consultant   **BLOOMINGTON, IN**
Customer & Student Technical Support   *September 2021-April 2022*

- Provided Tier 1 IT support to non-technical internal users through desk side support services.
- Resolved diverse range of technical issues across multiple systems and applications for customers and end-users.
- Translated complex technical issues into digestible language for non-technical users.
- Wrote and reviewed tickets to request maintenance to various types of equipment.
- Documented transactions and support interactions in system for future reference and addition to knowledge base.

Volunteer Work   **PITTSBURGH, PA**
Internal Management, Cashier   *November 2016-June 2017*

- Greeted visitors, answered questions, and assisted with individual needs or requests
- Assisted with event coordination and on-site support
- Volunteered with groups and organizations to help make measurable differences for program recipients
- Freed full-time employees up for more critical work by completing

TECHNICAL SKILLS

MS Office — Python — Visual Basic — C — Java — Video & Photography — HTML/CSS/JavaScript — PostgreSQL—React—Angular—GitHub