

Education

The University of Iowa, Iowa City, IA

August 2012 – June 2014 / August 2018 - Present

B.S. Computer Science - in progress

Hong Kong University of Science and Technology, Kowloon, Hong Kong

August 2014 – June 2015

Work Experience

Customer Experience

April 2018 - Present

Avocado Green Mattress

Phone, chat, and email-based customer support

Continual adaptation to/adoption of changing procedures

Efficient nonverbal communication with colleagues

Provided feedback to both peers and team leads to help improve processes

Multitasking with a variety of customers and different software

Customer Service Representative

January 2018 – April 2018

AT&T Customer Care

Answer 15-50 calls per day and provide consistent and quality customer service

Solving wide variety of customer needs with a focus on sales

Knowledge of various company products, processes, and software

Experience with continual coaching, feedback, and improvement of skills

Crew Member

April 2017 – September 2017

Backcountry Trails Program

Unique opportunity to live and work within a small community

Team communication and compromise integral to project completion

Lessons in conservation and environmental impact of humans

Rock work (single/multitier – tier wall construction, steps, junk wall, rip rap, etc.)

Trail maintenance (log removal, brushing, treading, waterbar/swail cleaning, etc.)

Crew Member

October 2015 – September 2016

Washington Conservation Corps

Restore native habitat via planting, erosion control, woody debris installation, etc.

Small crew requiring constant cooperation

Build and maintain trails

Basic plant identification skills

Herbicide preparation and application

Relevant Coursework

Introduction to GIS – Fall 2018

Introduction to Geographic Databases – Fall 2019 (upcoming)

Topics in CS II : Information Visualization – Fall 2019 (upcoming)

Activities

Rotary International Exchange Student

August 2011 – June 2012

North Scott Rotary Club, North Scott, IA

Immersed myself in the culture of another country (Ecuador)

Increased my proficiency of Spanish