

ARIA FISCHER

Junior Software Engineer

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📍 Southfield, MI

in [linkedin.com](#)

WORK EXPERIENCE

IT Support Technician

Blue Cross Blue Shield of Michigan

📅 August 2020 - current 📍 Detroit, MI

- Implemented Azure DevOps and Azure Storage cloud solutions, **increasing infrastructure efficiency by 13%**.
- Migrated 54% of the organization's code repositories to Subversion (SVN) to streamline version control.
- Resolved 20+ instances of software license non-compliance, saving around \$54,000 in potential fines and penalties.
- Automated 8 routine IT tasks using Selenium to free 11 hours of staff time on average per week.

Technical Support Representative

Comcast

📅 December 2017 - June 2020 📍 Ann Arbor, MI

- Achieved a monthly customer satisfaction rating of 98%, ranking within the top 3% of Technical Support Representatives at Comcast.
- Upsold Comcast services to Xfinity Internet customers, **generating \$21,000+ in additional annual revenue**.
- Contacted customers with scheduled maintenance updates, reducing incoming calls by 65% on average.
- Handled 50+ support calls per day, addressing customer concerns related to product features and technical issues.

PROJECTS

Developer

StudySpot

📅 2015 - 2017

- Used React to create a seamless user interface on Android and iOS apps, **doubling monthly downloads in 7 months**.
- Implemented a code repository management system using Subversion, boosting code collaboration efficiency by 34%.
- Enforced secure data transfer protocols and encryption mechanisms and ensured user data remained protected.
- Introduced an analytics and reporting framework with Microsoft Azure, providing insights into user behavior and patterns.

CAREER OBJECTIVE

A seasoned IT professional passionate about software development, seeking a junior software engineer role at Bosch. Eager to apply my experience with Eclipse and C++ to create high-quality software products that contribute to the company's engineering efforts.

EDUCATION

Bachelor of Science

Computer Science and Engineering

[University of Michigan](#)

📅 2013 - 2017

📍 Ann Arbor, MI

SKILLS

- Eclipse
- Subversion (SVN)
- C++
- React
- PostgreSQL
- Microsoft Azure
- Selenium

CERTIFICATIONS

- Certified Software Development Professional (CSDP)