

Hayley Knight

EDUCATION

Salem State University *Salem, MA* *2017*
B.S. in Computer Science, concentration in Object-Oriented Programming

SKILLS

Technologies: Java, HTML/CSS, JavaScript, jQuery, JSON/XML, SQL

Familiarity with: PHP, Python, C#, C++

Tools: Git/GitHub, NetBeans, Visual Studio, Android Studio, Windows, Linux (Ubuntu, Debian)

PROJECTS

Knight Electrical Website *2020*

- Business website for local electrical company.
- JavaScript, PHP, HTML, CSS, Git

Tip Calc [GitHub link](#) *2018*

- Android application that can be used to calculate and help distribute shared tips for a business. Calculates the total tip rate each week, and each employee's tip amount they would receive for the number of hours that they worked.
- AndroidStudio, Java, XML, Git

Music Web [GitHub link](#) *2017*

- Android application that takes a band or artist name as input and returns a visual web form of related bands or artists. The Spotify API was used for their music and artist database. Supports previews of an artist's songs and saving to a list.
- AndroidStudio, Java, XML, Spotify API, kaaes Spotify API wrapper for Android

EMPLOYMENT

Helpdesk Engineer *Beyond Finance - Beverly, MA* *Dec 2019 - April 2020*

- Upgraded and replaced users' out of date Windows 7 PCs with newer Windows 10 machines
- Provided general technical support to staff as needed, including: troubleshooting hardware and software, moving user workstations, and setting up new hires' desks and PCs.
- Successfully transitioned nearly the entire office staff of around 100 employees to work from home with less than a week's notice, and continued to support them remotely.

Desktop Support Technician *Amadeus - Waltham, MA* *Jan 2019 - Dec 2019*

- Assisted users with various technical issues with their hardware and software. Usually in office support but occasionally remote support was required.
- Collaborated with the team on projects such as migrating users to Windows 10 and upgrading office equipment.
- Took over service manager's duties for a three month parental leave. Tasks included ordering equipment, managing software licenses, leading projects, etc.