# Education

## American University | Washington, DC Aug. 2012 - May 2016

***B.S. Applied Mathematics | GPA: 3.70 / 4.00 Cum Laude***

**Boston University | Boston, MA Jan. 2021 – Present**

***M.S. Software Development***

# Experience

**Software Analyst | Ellucian Company L.P. | Remote, MA August 2021 - Present**

* Troubleshooting and resolving high priority client issues with company’s ERP system, Colleague
* Investigate clients’ code and methodologies to form an accurate solution, and offer feedback on best practices
* Managing a high volume of client cases and priorities in Salesforce CRM
* Utilize Salesforce to research cases and knowledge articles, and write new articles if needed
* Document all aspects of a case in a clear and professional manner
* Promptly communicate with both clients and coworkers at a base level so everyone understands

**Programmer/Analyst | Mount Holyoke College | Remote, MA May 2019 - Present**

* Strengthening skills in Envision and UniBasic, languages used in the college’s enterprise system, Colleague
* Coding in JavaScript, C#, and HTML to migrate processes to Self Service, a more modern web interface
* Enhancing Linux skills, calling external API’s and formulating efficient methods of extracting data, installing cron jobs, and writing bash scripts
* Augmenting expertise in UniData, querying big data, and identifying and resolving issues
* Leading and managing projects that are critical to college operations
* Documenting code and administrative information to make processes and workflows easier to understand
* Communicate with campus staff on a non-programming level, helping them better understand the processes

**MIS Systems Programmer | Hampshire College | Amherst, MA May 2016 - May 2019**

* Programmed in Envision and UniBasic to help campus staff using the college’s system
* Became proficient in UniData, having written complex queries to extract data and solve problems
* Applied Linux skills to navigate through databases, manage files, as well as set up and managed cron jobs
* Downloaded, analyzed, and installed software / DMI updates on a weekly basis
* Performed administrative duties, including refreshing data in test environments and cloning databases
* Developed a new transcript for students that was efficient and easy to read

**The White House | Office of National Drug Control Policy | Washington, DC Jan. 2016 - May 2016 *Obama Administration***

* Applied SAS, SQL, and statistical methods to real-life situations arising in drug policy
* Extracted data from large databases and created 2D/3D graphics of data
* Researched and identified correlations between variables occurring in drug abuse data
* Formulated suggestions for drug policy based on findings of statistical analysis

**Skills**

Programming: Java *(2 years) |* Python *(3 years)* | C# *(2 years) |* JavaScript *(2 years)* | HTML *(2 years)*

Linux *(5 years) |* SQL *(2 years) |* SAS Certified *(2 years) |* R Statistical Software *(2 years)*

Envision Basic / UniBasic *(5 years) |* UniData *(5 years)* | PowerShell *(1 year)*

Computer: Spyder IDE *(3 years)* | Eclipse IDE *(2 years)* | Microsoft Visual Studio *(2 years)*

Microsoft IIS *(3 years) |* Fiddler *(2 years)* | Lucid Charts *(1 year)* | Informer *(4 years)*

Colleague Studio *(5 years) |* Microsoft Excel, Word, PowerPoint

Other: Certified Instrument-Rated Pilot *(2 years)* | Singer/Guitarist *(10 years)*