Isaiah J. Earley

Southern California

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**SKILLS**

**Languages:** HTML, CSS, Markdown, C/C++, Command Prompt

**Platforms/Tools:** Git, Github, VSCode, Linux (Ubuntu)

**Extras:** CompTIA A+ 1101/1102, DoD Secret Clearance, Codecademy Certifications, Raspberry Pi 4

**EDUCATION**

**Wilmington University New Castle, Delaware**

*Bachelor of Science - Computer Science*  Expected December 2026

*GPA: 3.75/4.00*

Awards: Deans List

* Relevant Coursework: Intro to C, Computer Hardware, Cybersecurity Fundamentals, Intro to Web Development, Fundamentals of Object-Oriented Programming

**WORK EXPERIENCE**

**SAIC** **San Diego, California**

*IT Service Desk Analyst* October 2022 – Current

* Served as an initial point of contact for 600K+ Navy users in a fast-paced call center, resolving various software related issues on a variety of devices.
* Responded to about 20+ tickets daily by resolving and coordinating tickets with other agents, staying up to date on potential outages and resources.
* Integrated PowerShell and Command Prompt in order to resolve a multitude of security, authentication and network related issues.

**Micro Center** **Tustin, California**

*Service Technician* April 2022 – October 2022

* Applied hardware troubleshooting skills, on a wide variety of Computers by swapping CPU’s, GPU’s, PSUs, and RAM, to repair and build PCs in a fast-paced commissioned environment.
* Remained well-informed on new PC components including specifications related to wattage, performance and general use cases to persuade customers to buy components.

**PROJECTS**

**Portfolio Websites** | HTML, CSS, JavaScript October 2022

* Developed using HTML/CSS and JavaScript to create a responsive website adapting to a variety of viewports.
* Applied UX fundamentals by creating 5 wireframes and site maps per project while reiterating designs to fit the needs of acquaintances.

**First Robotics Competition** | Robot C, C++ November 2016

* Collaborated with mentors following the software development cycle to program a robot and push changes, affecting different types of movements.
  + Reviewed and gave suggestions during software development process on what to automate during “automation” phase of competition.
* Key contributions included using **Robot** **C** to extend and retract a hydraulics crane mechanism and allowing the robot to have an adaptable turning speed.