Ivan Goncharuk
Computer Science Student

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Profiles

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Education

Towson University
Computer Science
Spring 2025
Bachelor of Science

Skills

Programming Languages

Python, Java, R, JavaScript, Lisp, SQL, Bash, Kotlin

Technology

Jira, KACE, Active Directory, Git, Subversion, Windows, Linux, MacOS, Vue.js, React.js, Next.js, Node.js

Courses

Software Engineering, Database Management Systems, Data Communication and Networking, Programming Languages and Implementation, Data Structures and Algorithm Analysis, Intro to Cyber Security, Calculus 2, Object Oriented Programming, Mobile Application Development, Web Development, Statistics

Languages

Russian
Native speaker

English
Proficient speaker / fluent

Experience

uBreakiFix by Asurion   May 2024 - August 2024
Mobile Repair Technician   Hampden MD
🔗 https://www.ubreakifix.com/

- Performed same-day repairs on Samsung, Apple, Google, and Motorola smartphones for insurance claims and out-of-pocket customers.
- Obtained Google and Samsung certifications, completing formal training in smartphone and laptop diagnostics and repair.
- Provided excellent customer service, managing client expectations and explaining technical issues in an accessible manner.
- Utilized specialized tools and techniques to efficiently diagnose and repair a wide range of mobile devices, ensuring high-quality results.

MileOne Auto Group   January 2024 - May 2024
IT Help Desk   Towson, MD
🔗 https://www.mileone.com/

- Provided tier 1 technical support for 3,000+ employees across multiple dealerships, resolving hardware and software issues efficiently.
- Utilized KACE ticketing system to manage and prioritize support requests, ensuring timely resolution and escalation.
- Managed user accounts in Active Directory, facilitating seamless employee onboarding and offboarding processes.
- Delivered exceptional customer service, ensuring minimal downtime and efficient problem resolution.

Towson University   October 2023 - Decemeber 2023
Cyber Connections Speaker   Remote

- Developed and delivered engaging presentations on cyber security topics to public school educators.
- Translated complex technical concepts into accessible language for non-technical audiences.
- Facilitated interactive Q&A sessions, fostering deeper understanding of cyber security principles.

UpGoodPromotions   June 2023 - July 2023
Verizon Sales Agent   Columbia, MD

- Executed door-to-door sales campaigns for Verizon home internet services, managing the entire sales cycle from initial contact to closing.
- Managed the entire sales process, including initiating contact, presenting services, and closing deals.
- Coordinated installation appointments and provided post-sale customer support, ensuring client satisfaction.

Red Lobster   June 2022 - June 2023
Server   Owings Mills, MD
🔗 https://www.redlobster.com/

- Delivered exceptional customer service in a fast-paced restaurant environment, enhancing guest satisfaction and loyalty.
- Operated POS systems to process various payment methods accurately and efficiently.

US Census Bureau   August 2020 - November 2020
Census NRFU Enumerator   Queen Anne's County, MD
🔗 https://www.census.gov/

- Conducted in-person interviews to gather demographic data, ensuring accuracy and completeness of information.
- Utilized a government issued device for real-time data entry and address list updates, adhering to strict federal privacy regulations.
- Maintained strict confidentiality of collected data and adhered to federal privacy regulations.
- Worked independently and managed time efficiently to meet deadlines and productivity goals.