

# JAKE ANDERSON

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## Education

**California State University, Northridge | Northridge, CA**  
*Bachelor of Science in Computer Science | GPA: 3.2*

September 2021 - May 2024

**Relevant Coursework:** Advanced Data Structures, Discrete Structures, Artificial Intelligence, Introduction to Operating Systems, Concepts of Programming Languages, Introduction to Software Engineering, Advanced Web Engineering, Data Mining, Database Design, Algorithm Design

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## Professional Experience

**Starbucks | Woodland Hills, CA**  
*Shift Supervisor*

September 2019 - May 2024

- Supervised and led teams of baristas, creating a positive and efficient work environment.
- Provided coaching and support to team members to achieve operational excellence.
- Delivered excellent customer service by addressing any customer concerns and providing solutions with professionalism, improving customer retention.
- Managed inventory levels and conducted inventory counts to ensure optimal stock of supplies and reduce product shortages.
- Educated and coached team members on processes, workflows, and customer engagement strategies, enhancing team performance and sales outcomes.

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## Projects

**Arcade Game Live Website |** HTML, CSS, Javascript, PHP, Jira, AWS

- **GitHub Link:** [www.github.com/AngelV200/Senior-Design-Game-Platform](https://www.github.com/AngelV200/Senior-Design-Game-Platform)
- Developed interactive games for user engagement using JavaScript and PHP, demonstrating the ability to understand and implement user/customer-facing solutions.
- Implemented AWS server hosting for live website deployment.
- Tracked and managed project progress through Jira while collaborating with team members for efficient task delegation.

**Hotel Reservation System Application |** Java, Swing, HTML, CSS, MySQL, Jira

- Produced an Object-Oriented Java Desktop Application that simulated hotel reservation workflows.
- Collaborated with a team following Agile methodologies, utilizing Jira to track progress and ensure timely project delivery.
- Collected user feedback to refine the system, showcasing the ability to deliver client-focused solutions.

**Media Recommendation System |** R, RGui, Python, Jira

- Developed a recommendation system using advanced data mining and scraping techniques to analyze user preferences.
- Utilized Jira for task tracking and code collaboration, ensuring project milestones were met effectively.
- Implemented data visualization to optimize recommendation algorithms, enhancing system accuracy and consistency.
- Evaluated algorithm performance with established metrics, providing data-driven insights to improve results.

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## Technical Skills

**Programming languages:** C, C++, Java, Python, HTML, CSS, Javascript, R

**CRM Tools:** Salesforce (basic knowledge)

**Software Development Tools:** Agile, Jira, GitHub, VS Code, AWS, MySQL Workbench

**Microsoft Office:** Word, Excel, PowerPoint, Outlook