

Jana Shyti

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Education

Bachelor of Science, Computer Science

Bridgewater College, Bridgewater, VA, May 2025

Minors in Mathematics and Leadership

GPA: 3.97

President's Merit Award | Philomathes Academic Honor Society | Dean's List | Flory Honors Program | Alpha Chi
National College Honor Society | Omicron Delta Kappa National Leadership Honor Society

Relevant Coursework

Java Programming | Web Scripting | Discrete Math | Advanced Calculus | Linear Algebra | Web Design | Graphic Design | Data Structure/Algorithms | Statistics | Leadership | Communication | Computer Architecture | Algorithm Analysis | Database Systems | Number Theory | Operating Systems | Server-Side Web Development | Software Engineering | Computer Networks

Programming Languages & Software Skills

Java | JavaScript | CSS | HTML | Babylon | Adobe Photoshop | Adobe Illustrator | C | Linux | SQL | Canva | GitBash | Node.js | GitHub | VSC | Blender | MongoDB | Postman | Figma | Azure DevOps | Eclipse IDE | SQLite | React | Microsoft Azure | Cloudinary | AWS | Multer | D3.js

Projects and Research

Study Buddy Web App

Jan 2024-April 2024

- Developed a full-stack web application for creating and managing study groups, utilizing JavaScript, Node.js, MongoDB, and Microsoft Azure for backend development, hosting, and scalable cloud services.
- Designed a RESTful API to handle user authentication, group creation, and session management, using Postman for API testing and validation.
- Implemented a MongoDB database to store user profiles, study group details, and session information, allowing for efficient data retrieval and storage.
- Utilized Visual Studio Code for development and GitHub for version control and collaborative code management, enabling efficient workflow and code sharing.
- Focused on user-friendly interfaces and responsive design, allowing users to easily join, create, and manage study groups for various subjects and topics.

Collaborative Online International Learning (COIL) Project

Jan 2022-April 2022

- Partnered with International Islamic University Malaysia to develop an international collaboration between two colleges, integrated into the Leadership class curriculum.
- Led cross-cultural communication efforts to overcome language and time-zone challenges, facilitating effective teamwork across borders and contributing to research and solutions addressing Sustainable Development Goal (SDG) 3 on health and well-being.

Women in STEM:

Aug 2021-Dec 2021

- Conducted comprehensive research on the challenges women face in STEM fields, with a focus on gender inequality and its impact on career progression and representation.
- Developed recommendations for addressing systemic barriers, promoting gender equity, and fostering inclusive environments within STEM industries.

Career Related Work Experience

Lead Student IT Engineer & IT Helpdesk

Bridgewater College IT Center | Aug 2022-Present

- Provide technical support to a community of 2,000+ users (faculty, staff, and students), troubleshooting and resolving network and hardware issues.
- Develop expertise in hardware/software installations, system reimaging, and machine repair and maintenance, ensuring smooth operation of IT infrastructure.
- Simplify complex technical issues by translating jargon into clear, understandable language for non-technical users, enhancing customer satisfaction.
- Manage IT support requests using the ticketing system, ensuring timely and efficient resolution of incidents.

Digital Channels Intern

Ridgewood Savings Bank, New York, NY | May 2024-Aug 2024

- Managed and optimized database systems, performing data cleaning to improve efficiency and accuracy.

- Ensured online banking security by overseeing the fraud-mapping process, analyzing customer activity and IP address data to detect suspicious behavior and protect accounts.
- Prepared detailed reports on account balances, interest rates for rate-matched offers, and customer engagement with seasonal promotions to support marketing and decision-making teams.
- Administered the enrollment process for customers transitioning to the bank's e-statements platform, increasing digital engagement.
- Processed incomplete customer applications, identifying missing information and effectively communicating denial factors, improving application completion rates.
- Sent personalized welcome letters to new customers and contacted 2,500+ customers to resolve missing signature card issues, ensuring seamless data entry and customer satisfaction.
- Assisted in onboarding and training a new general manager, enhancing team integration and operational efficiency.

Other Work Experience

Library Assistant Bridgewater College Forer Learning Commons | Jan 2023-Present

- Provide support to a diverse community of 3,000+ (students, faculty, staff, and community members) in utilizing library facilities and equipment, enhancing overall user experience.
- Oversee circulation operations, including loaning materials, organizing and reshelving books, and maintaining library equipment, ensuring smooth day-to-day operations.
- Troubleshoot and resolve network and printing issues, providing timely solutions to ensure seamless access to library resources for all patrons.
- Assist in maintaining a welcoming and resourceful environment, offering personalized guidance on library services, research tools, and information retrieval.

Academic Coach Bridgewater College Academic Services | Aug 2022-Present

- Coach students in time management and work habits, offering one-on-one support to guide them through academic challenges with tailored strategies for success.
- Assess individual learning styles and design personalized study plans, fostering a supportive environment that encourages self-confidence, personal growth, and improved academic performance.

Student Tutor Bridgewater College Tutoring Services | Feb 2022-Present

- Tutor students in Java Programming, College Algebra, Advanced Calculus, Quantitative Reasoning, History, and Sociology, enhancing subject comprehension and boosting grades.
- Utilize active listening to identify areas of difficulty, then adapt teaching methods to each student's learning style, providing personalized strategies to enhance understanding and foster academic success.

Collegiate Activity

Honor Council Apr 2022-Present

- Review and resolve cases related to honor code violations, by thoroughly analyzing evidence and contributing to final decisions to ensure fairness, academic integrity, and just resolutions.

Habitat for Humanity Spring 2023-Spring 2024

- Volunteered 60+ hours assisting in the construction of homes for low-income families in Florida, contributing to the completion of several housing projects.
- Participated in fundraising efforts and organized concession stands and other activities to support Habitat for Humanity's initiatives, while collaborating with peers in the college club to promote the mission and raise awareness on campus.

International Student Ambassador Aug 2023-Sep 2023

- Planned and led an orientation session for 30+ international freshmen, helping them transition into college life.
- Facilitated the adaptation of new international students by organizing campus tours, leading informative sessions on academic and cultural differences, and coordinating ice-breaking activities to foster community and ease their integration.

STEM Club/Women at Work Club Aug 2021-May 2023

- Promoted the clubs across campus by participating in club fairs, campaigns, and creating engaging informational posters to raise awareness and recruit new members.
- Organized and led lectures on topics related to the clubs' missions, fostering learning and discussion around issues in STEM and women's workplace advancement.