# Education

## university of south carolina

* *Bachelor of Science in Computer Information Systems, Minor in Business Information Management* 
  + GPA: 3.33/4.0; Dean’s List: 2 Semesters

# Skills

* **Languages:** Java, Go
* **Frameworks:** Jenkins, Chef, CI/CD Processes
* **Tools:** Git, Linux/bash,

# Experience

Mastercard, software engineer - contractor *July 2021 – Present*

* Automating and maintaining CI/CD processes
* Creating automated deployment solutions utilizing Chef and Jenkins

technology services, Technical support Specialist *Nov. 2017 – Mar. 2020*

* Provided day to day technical support to university housing employees
* Installed and maintained new hardware and software
* Aided with device imaging, remote installations, and onsite assistance to full time staff
* Managed hundreds of client Windows 10 PCs with Office and Adobe applications using IBM Bigfix
* Softdocs, Intern *Summer 2019*
* Gained experience in sales, marketing, support, and development of a software product
* Designed a screen-scraping PowerShell script to enable consistent and repeatable software upgrades
* Wrote and researched technical articles to assist in providing a resource for clients regarding the software product

South state bank, Intern *Summer 2018*

* Created an internship framework and curriculum and presented it to the Chief Operating Officer and other management
* Assisted in the rollout of project management and resource management software using a combination of Sharepoint and Microsoft Project software
* Created an approval process and accompanying documentation for project approval for the Enterprise Initiatives Committee

# Projects

Cable company support chatbot (Capstone) *AngularJS, Firebase, NodeJS, Dialogflow*

[*https://github.com/SCCapstone/CCChatbot*](https://github.com/SCCapstone/CCChatbot)

* Our team created an AI chatbot for a fictional cable company to answer and maintain a basic online support system using Google’s Dialogflow for text recognition.
* Utilized Google calendar API to create scheduling functionality
* Chatbot uses firebase to log technician appointment information and customer service reports created by users