

## EDUCATION

**Drexel University, 2014-19**

**Philadelphia, PA**

*Bachelor of Science in Information Technology*

Major: Information Technology (GPA: 3.10)

Minor: Interactive Digital Media

## HONORS AND AWARDS

- Liberty Scholars Scholarship, Drexel University (2014-2019)
- Student speaker at City Hall Budget Hearings (2014)

## PROFESSIONAL EXPERIENCE

**Drexel University IT**

*Technical Support Specialist*

**Philadelphia, PA**

March 2017 – September 2018

- Provided first and second level support over the phone to a student body of over 24,000 students and 2,000 faculty
- Assisted walk-in customers with technical issues while supervising Drexel's Tech Lounge.
- Created, modified, and responded to tickets that were sent to Drexel IT.

**Annenberg School for Communication**

*Help Desk Support Co-op*

**Philadelphia, PA**

March 2016– September 2016

- Troubleshoot software and hardware issues for faculty, staff, and students both in-person and over the phone.
- Created support tickets and assigned them to other IT staff members as appropriate.
- Maintained classroom and office technology.

## ACADEMIC PROJECTS

**Drexel University**

*CCI Senior Capstone Final Project*

**Philadelphia, PA**

September 2018 – May 2019

- Worked with a team of 6 other senior students to refactor the code for Comcast's VinylDNS portal, an open-source DNS management application.
- Reached the following improvements at the project conclusion:
- Complete feature parity with the previous portal and shared code between the API & the portal.
- Added 17,000+ lines of code and 260+ tests while reducing the number of NPM dependencies from 27 to 3.