

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.