

Jeremy Krovitz

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EDUCATION

Macalester College, Saint Paul, MN

May 2019

GPA: 3.75

Bachelor of Arts in Computer Science

Related Coursework: Algorithm Design and Analysis, Computer Security, Core Concepts in Computer Science, Discrete Mathematics, Introduction to Statistical Modeling, Linear Algebra, Object-Oriented Programming, Programming in C++, Programming in Java, Software Design and Development, Theory of Computation

TECHNICAL SKILLS

- **Languages:** Python, Java, R, C++, JavaScript, HTML, CSS
- **Operating Systems:** Android, iOS, MacOS, Samsung, Windows
- **Software/Tools:** Adobe Reader, Google Drive, IntelliJ IDEA, JFLAP, Microsoft Office Suite, Overleaf, PyCharm, RStudio, ShareLaTeX, Visual Studio, WordPress

PROJECTS

GitHub <https://github.com/jkrovitz/KrovitzCodingProjects>

EXPERIENCE

Information Technology Services (ITS), Macalester College

September 2015 – Present

Computer Lab Monitor

September 2016 - Present

- Assisting with computer operation and software features
- Monitoring three printers and eighteen computers, checking for and reporting any damaged or faulty equipment
- Maintaining three computer labs by monitoring supplies and doing necessary housekeeping

Helpline/Switchboard Operator

Summer 2017

- Used WordPress to edit the Macalester ITS website, making sure that the content was accessible to all users
- Wrote ITS FAQs for Help Desk staff
- Built active listening and service orientation skills by providing requested information to callers
- Utilized PBX (Private Branch Exchange)

Customer Service Associate, Walgreens, Plymouth, MN

May 2016 – August 2016

- Processed purchases, as well as handled returns and refunds, paying specific attention to detail
- Worked on a team of 10 to create an inviting, service-oriented store for customers and employees
- Maintained store displays and signage to match company standards and accurately reflect weekly sales

Help Desk Consultant

September 2015 – May 2016

- Entered Help Desk tickets concerning student and staff computer/printer issues
- Interacted with students and staff with varying levels of technical knowledge
- Made hardware deliveries twice a week in a timely manner displaying excellent time management

LEADERSHIP

National Honor Society

November 2013 – April 2015

- National Honor Society Leadership Council

May 2014 – April 2015

Forensics (Model UN, Debate, and Speech)

September 2012 – December 2014

- Served as a captain

July – December 2014

Action for Reaction (Wellness-oriented group)

September 2012 – September 2015

- President

September 2014 – September 2015