James Matherne

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EDUCATION

Louisiana State University (LSU), Baton Rouge, LA
December 2023
Bachelor of Science, Computer Science   *GPA: 3.33*
Related Coursework: Computer Science I for Majors, Computer Science II for Majors, Discrete Structures, Simulation Methods, Advanced Data Structures and Algorithm Analysis, Ethics in Computing, Digital Logic I, Object-Oriented Design, Computer Organization and Design, Introduction to Database Management System, Computer Networks

EXPERIENCE

LEEP Helpdesk IT Operations Manager / Technical Support Operator   **October 2019 –Present**
LEEP Helpdesk, Baton Rouge, LA
- Assist users of the LEEP system with finding solutions to their issues with the system.
- Help first-time users into their accounts by explaining policies, assisting with enrolling, and resolving issues with their account orientation.
- Resolved customer issues with LEEP software within a timely manner.
- Applied prior knowledge of services to quickly assist with resolving issues with the LEEP service.
- Utilized Jira software to create and manage tickets for effective customer assistance.
- Clear communication with the customer to make sure their issues are resolved as soon as possible.
- Handles customer issues and complaints with a professional mannerism, in order to establish a respectful and efficient solution.
- Keep up to date with changes regarding the software, and taking careful notes of these changes to ensure the most satisfactory resolution can be reached.
- Assisted new employees with interactions with LEEP users.

Haunt Actor   **October 2019-October 2021(Seasonal)**
13th Gate Haunted House, Baton Rouge, LA
- Uses critical thinking skills to personally tailor the haunt experience to the customers presented.
- Relies upon teamwork with other actors to provide a successful scene for the customers to enjoy.
- Communicates with other actors and stage managers to ensure a smooth and safe performance each night.
- Monitor the safety of customers and other actors in order to guarantee both customer and performer safety.

Lifeguard Swim Instructor   **May 2015 – August 2019**
Chauvin Pool, Chauvin, LA
- Taught children and teens many different life saving techniques in the pool as well as multiple different swimming strokes to establish strong swim practice.
- Level-tested each child for swimming lessons to gauge their skills for progress
- Monitored the pool for any discrepancies with people, equipment, and the water
- Helped prepare food for customers
- Opened and closed pool routinely
- Engaged with customers to ensure satisfaction with the services provided, and assisted the customers if any complaints were brought to our attention.

Taekwondo Instructor   **August 2016 – January 2019**
Pan-Am Taekwondo, Chauvin, LA
- Taught and assisted Taekwondo students in learning their one-steps, forms, and sparring skills.
- Ensured that each student had mastered their skills taught before each class ended.
- Students educated quickly learned their forms and skills, often with no further assistance needed.

SKILLS/HONORS/ACTIVITIES

Technology: Microsoft Office, Java, Python, JS, Matlab, HTML, CSS, C, C#, SQL, Discord API, Slack
Honors: Taylor Opportunity Program for Students (TOPS) Recipient, S&B Engineers and Constructors Scholarship Recipient
Achievements: Engaged in Designing and Developing A Personal Computer, Developed Automated Systems for a Communication Platform using Python, Participant in SASE Geaux Hack 2022