



# Jack Stockley

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## EDUCATION

The University of Iowa, Iowa City, IA  
BS Computer Science

Anticipated May 2023

## PROFESSIONAL EXPERIENCE

Student Backup  
Student Analyst

Aug 2020-Present

*ITS Help Desk, Iowa City, IA*

- As a Student Backup, I assist co-workers with challenging questions and ensure smooth operation at the help desk.
- Supervise 5-10 co-workers and swiftly answer harder questions they encounter while with customers
- Handled 10-20 customers per shift, promptly understood their issue, and provided a quick solution
- Delivered effective support for campus services
- Escalated important issues to other departments

## COURSES

- Computer Science I: Fundamentals
  - Further advanced understanding of Python, problem-solving strategies, and object-oriented programming
- Computer Science II: Data Structures
  - Implemented and gained experience with data structures like linked lists, stacks, queues, etc.
- Discrete Structures
  - Introduced to proofs, algorithm analysis, recurrence relations, graphs, and trees
- Computer Organization
  - Gained experience with lower-level languages and how they interact with hardware
- Object-Oriented Software Development
  - Advanced knowledge in OOP, software development methodology, and team programming
- Cryptography Seminar
  - Learned various cryptography standards and how they've changed over time
- Algorithms
  - Algorithm design techniques, searching, sorting, and basic graph algorithms
- Programming Language Concepts
  - Studied issues in programming language design and implementation, introduced to Haskell
- Intro to Networks and their Applications (Spring 2022)
  - Introduction to networks and the development of network applications
- Theory of Computation (Spring 2022)
  - Develop an understanding of machine computation using the mathematical models provided by automata theory.
- Topics in Computer Science I (Cloud Application Programming) (Spring 2022)
  - Hands-on experience with AWS, Node.js, REST APIs, and databases.
- Probability and Statistics
  - Gained knowledge in probability, random variables, discrete and continuous distributions.
- Calculus I
  - Learned limits, derivatives, approximating functions, and integration techniques.
- Calculus II
  - Expanded knowledge of integration including by-parts, trigonometric Integrals, trigonometric substitutions.
- Linear Algebra
  - Exposed to Vector algebra and geometry of three-dimensional Euclidean space and extensions to n-space and vector spaces

## TECHNICAL SKILLS

Java  
RESTful Web Services

Python  
JAX-RS

SQL

## WORK EXPERIENCE

Cashier

Jun 2017 – Mar 2020

- Fostered a welcoming experience to customers by greeting and processing transactions swiftly
- Minimized shrinkage by accounting for each item in a customer's shopping cart
- Alleviated stress for management by promptly switching roles to help our patrons