James Saintilus

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EDUCATION

College of Our Lady of the Elms — Chicopee, MA
Bachelor of Arts in Computer Science;Computer Information Technology and Security — *December 2023*
Relevant Coursework:Data Structures and Algorithms,Advanced Programming in Java and C#,

Web Design,Advanced Python Programming,Web Programming,Data Analytics

Springfield Technical Community College — Springfield,MA
Associate of Arts in Computer Systems Engineering Technology — *May 2021*
Relevant Coursework:Intro Programming Using Python,Linux Command and Shell Programming

EXPERIENCE

Help Desk Intern — September 2021 – Present
Springfield Technical Community College — *Springfield, MA*
- Achieved elevated user satisfaction and support efficiency by promptly addressing inquiries from students and faculty through phone, email, and walk-up requests, while effectively aiding 4,000 users in resetting passwords using Ellucian Colleague software.
- Accomplished streamlined setup and dismantling of computer labs to ensure uninterrupted technology resource availability, as measured by zero downtime during transitions, by conducting efficient operations. Additionally, achieved responsible management of PC recycling, meticulously recording activities on Google Sheets, thereby promoting environmental sustainability and resource accountability for the team/projet.
- Executed the deployment of system images on 50 company-issued laptops by utilizing KACE's imaging software with expertise, ultimately ensuring accessibility for both students and faculty while significantly improving the teams operational efficiency.

Designated Hitter — November 2017 - Present
Walgreens — *Springfield, MA*
- Reviewed and verified customer information and insurance provider details with meticulous attention to detail and accuracy, resulting in seamless payment collection for the team and enhanced overall project efficiency as a Walgreens Designated Hitter
- Reviewed weekly sales ads with a keen eye for detail and monitored price changes on physical inventory, contributing to accurate pricing and inventory management for the team.

PROJECTS

Flight Planner | Python,REST API, — Flight-Planner
- Implemented a Graphical User Interface (GUI) using Python's tkinter library , allowing users to input their departure and destination airports
- Seamlessly integrated an airline API sourced from the Department of Transportation to access real-time flight information, encompassing flight schedules, availability, and pricing.
- Added a random flights button that generates a selection of random flight options for users who prefer an element of surprise in their travel plans.
- Implemented functionality to display the cheapest flight option among the available choices using the matplotlib library, helping users make cost-effective decisions.

Business Website Mock-up | HTML,CSS,JavaScript,Bootstrap, NPM,API Integration — Business Website Mock-up
- Implemented a navigation bar for seamless navigation between different pages and a gallery section for a carousel effect.
- Provided a convenient and user-friendly way for visitors to submit feedback using a Google Form
- Integrated an interactive map using the Google Maps API and JavaScript to allow customers to find the exact location of the store.
- Ensured compatibility and optimal user experience across mobile devices by using Bootstrap and NPM

TECHNICAL SKILLS

Languages:Java, Python,C#,JavaScript, HTML/CSS, R,
Frameworks:React, Node.js,Bootstrap,MongoDB
Developer Tools: GitHub, VS Code, Visual Studio, Visual Studio Code
Libraries:Python Pandas,Tableau,Beautiful Soup
Certifications:Network + N10-007