

# Joanna Pearl Senseng

Virginia Commonwealth University  
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## Proficiency:

- Programming:** Java, C#, C, HTML5/XHTML, CSS, PHP, SQL, PL/SQL, Command Line
- OS:** Windows XP-10, OS X, Linux
- Database:** Structure Entity-Relation Diagram and Enhanced Entity Relationship Model, Oracle, MySQL
- Software:** Microsoft Visio, Visual Studio, Expression Web, Excel, Powerpoint, Word  
Adobe Dreamweaver, InDesign, Photoshop, Flash Builder
- Language:** English (fluent), Tagalog (fluent), Spanish (professional working proficiency)

## Certifications:

- CIW:** Network Technology, Site Development Foundations, Web Foundations, Internet Business Associate,
- Oracle:** IZO-007 Introduction to Oracle 9i: SQL

## Experience:

### Virginia Commonwealth University

Jan 2013-Present

Technology Services: PT Senior IT Analyst | Richmond, VA

- Troubleshoot hardware, software, and network issues
- Administered user accounts for the entire VCU community
- Consulted faculty members with Blackboard instructional utilization
- Processed and graded exam scantrons using Remark Office OMR 8
- Generated official work manual for grading exams with Remark Office OMR 8

### ECMC

May 2015-Aug 2015

Innovation Lab: Product Development Intern | Washington D.C.

- Accomplished weekly and monthly goals and deadlines of expanding Net Price Calculator availability of 48000+ post-secondary institutions
- Utilized QA skills to ensure users do not encounter bugs or inaccurate results when using CollegeAbacus.org
- Present software improvements to the development and design teams
- Generated and documented training methodologies for future use

### She++

Nov 2014-Jan 2015

#include Fellowship: Mentor

- Assisted students with their initiative to promote CS and STEM within their community
- Provided resources to backup the students' plans

## Leadership

### Virginia Commonwealth University

Technology Services

- Conducted interviews and reviewed references
- Trained new hires about the company policies and procedures

### alpha Kappa Delta Phi Sorority, Inc.

- Organized a performance for the new members to showcase their induction to the organization and Greek community
- Served as a liaison to the Multicultural Greek Council to form a stronger community and presence at the University