

# Joanna Pearl Senseng

Virginia Commonwealth University  
sensengjpl@vcu.edu | LinkedIn

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## Proficiency:

- ▶ **Programming:** Java, C, HTML/XHTML, CSS, PHP, SQL, PL/SQL, Command Line
- ▶ **OS:** Windows XP-10, OSX, Linux
- ▶ **Database:** Structuring Entity-Relationship Diagrams, Oracle, MySQL
- ▶ **Software:** Microsoft Visio, Expression Web, Excel, Word, PowerPoint  
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, v5 Associate
- ▶ IZO-007 Introduction to Oracle 9i:SQL

## Experience:

### Virginia Commonwealth University

Jan 2012–Present

Technology Services: PT Lead IT Technician | 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

### ECMC

May 2015–Aug 2015

Innovation Lab: Product Development Intern | Washington, DC

- ▶ Accomplished weekly and monthly goals and deadlines of expanding availability of 4800+ post-secondary institutions
- ▶ Utilized QA skills to ensure users do not encounter bugs or inaccurate results when using CollegeAbacus.org
- ▶ Presented 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 with the company policy and procedures

### alpha Kappa Delta Phi Sorority, Inc

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