

Seth Townsend

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EDUCATION

Candidate for **Bachelor of Science in Commerce & Business Administration**, The University of Alabama

Graduation Date: May, 2020

GPA: 4.00

Major: Management Information Systems

Minor: Finance

EXPERIENCE

June, 2019 –
July 2019

Software Developer Intern, CGI, Nashville, TN

Goal: To design, develop, and deploy an application that assists the CGI employees with the tracking of project statuses

Value: The application provided a centralized tracking system that enhanced CGI employee efficiency while producing quality solutions for their clients. It further provided management and oversight of projects

My Contribution: I was tasked with multiple roles and responsibilities which are outlined below

Project Manager:

- I worked with the internal client in determining the requirements, schedule, and budget for the project and managed the client relationship throughout the project
- Managed the team of developers and made sure that the product produced met client requirements

Developer:

- Designed and developed parts of the application including the database, front-end website views, back-end controllers and services, and web-API calls

Quality Assurance Lead:

- Designed, executed, and documented test cases to ensure the application met CGI standards
- Planned QA strategy for source control and oversaw the implementation of that by the QA team

May, 2018 –
August, 2018

Business/Systems Analyst Intern, Newport Academy, Nashville, TN

Goal: To analyze current IT infrastructure and processes and implement solutions to improve business operations and efficiency

Value: After the implementation of solutions, business problems were simplified, and business processes were much more efficient which ultimately saved money and maximized the IT budget

My Contribution:

- Conducted audit of cellular phones and analyzed contracts with vendors, and by identifying unnecessary spending and reconstructing our payment plan, helped saved the company annual reoccurring cost of \$25,000
- Solved a large communication problem in the company between executive-level employees and front-line employees by creating an intranet site for important information to be shared. I worked with the Chief HR officer to improve employee satisfaction and tenure rates by designing and implementing an intranet
- Evaluated and researched IT service providers and conducted a needs analysis of all IT processes. Created a cost-benefit analysis of multiple vendors

June, 2017 –
August, 2017

Assistant Manager/Shift Leader, Your Pie, Murfreesboro, TN

Goal: To ensure the companies objectives were being met by overseeing other employees, efficiently running business operations, and providing great service to customers

Value: Assisting the company in effectively running operations to grow and maintain the customer base

My Contribution:

- Oversaw daily operations including leading team members to ensure staff is following company standards while providing excellent customer service
- Managed daily financial obligations such as deposits, payouts, and daily reports

TECHNICAL EXPERIENCE

Languages: C, C#, SQL, Java, HTML, CSS

Operating Environments: MS Windows, Linux

Business Tools: ASP.NET MVC 5, Entity Framework, Salesforce, SQL Server, MySQL Server, SSRS (SQL Server Reporting Services), Scribe (ETL), Skyvia (ETL), Azure, MS Office Admin, MS SharePoint

HONORS AND ACTIVITIES

University Stewards

President's List

UA Scholar Scholarship Recipient

AIMS (Alabama Information Management Society)

RUF (Reformed University Fellowship) Serve Team

International Dinner

Campus Life Volunteer

Bible Study Leader for Cru

Mission Trip to Carpenini, Moldova

Intramural Indoor Soccer