

# Julia Sveen

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## SKILLS

**Languages:** R, C++, Python, PHP, SQL, HTML/CSS

**Technologies/Platforms:** Windows, Unix, Linux, Mac OS, Visual Studio Code, R Studio, MySQL Workbench, Lansweeper, BeyondTrust Remote Support, Oracle Business Analytics, GitHub, Microsoft Excel

**Design skills:** WordPress, Adobe photoshop, Canva

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## EDUCATION

Florida State University, *Tallahassee, FL*

**Bachelor of Science in Information, Communication and Technology**

Exp. May of 2025

Minors in Computer Science & Mathematics

**GPA: 3.81**

**Relevant Coursework:** “*Applied Data Analytics in Sport Management*”, “*Research & Data Analysis in IT*”, “*Information Technologies*”, “*User Experience Design*”, “*Database Systems*”, “*Applied Statistics for Scientists*”, “*Data Structures, Algorithms and Generic Programming I*”, “*Software Engineering*”

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## PROJECTS

**Personal Website/Portfolio** | HTML/CSS/PHP *In Progress*

- Employing HTML and PHP for content structure, ensuring a visually appealing and professional presentation using Visual Studio Code
- Creating a unique theme to integrate custom header, footer, and body CSS styling for cohesive site-wide design on WordPress

**NFL Draft Case Study** | R, Microsoft Excel

- Utilized R packages to perform and visualize K-means clustering on NFL Draft wide receiver data
- Analyzed cluster trends and draft insights, comparing player performance and visualizing results using ggplot2

**Attendance Case Study** | R, Microsoft Excel

- Conducted an in-depth analysis to explore factors influencing attendance at Dodger Stadium
- Implemented multiple regression models with different combinations of independent variables and evaluated their performance using metrics like R-squared, MAE, and RMSE

**Sentence Analysis Program** | C++, C

- Implemented a program for sentence analysis focusing on string manipulation, character parsing, and conditional logic.
  - Applied modular programming techniques and created reusable functions for maintainability and scalability.
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## PROFESSIONAL EXPERIENCE

**Information Technology Help Desk Technician**

September 2024 - Present

Florida State University College of Communication & Information, *Tallahassee, FL*

- Deliver high-quality IT support to FSU students, faculty/staff, ensuring efficient resolution of technical issues
- Manage equipment loans and provide hands-on software and hardware troubleshooting through ticketing system
- Gain leadership skills through mentorship from IT Administrators while contributing to HelpDesk team

**Data Quality Intern**

June 2024 - Aug 2024

Florida Virtual Campus, *Tallahassee, FL*

- Ensured quality of bibliographic data and batch loaded MARC files into databases
- Created analytic and physical objects using Alma/Oracle Business Analytics
- Generated comprehensive reports for data trend analyses

**Communications Intern**

May 2024 - Present

Florida Chapter of the American Planning Association, *Tallahassee, FL*

- Utilize WordPress for website development and content management
- Design graphical content for social media platforms using tools such as MailChimp, JotForm, and SproutSocial

**Student Athlete Academic Services Tutor**

Jan 2023 - Apr 2024

Florida State University, *Tallahassee, FL*

- Provided supplemental instruction for course content, supported students' needs in subject matter & skills, helped student-athletes become independent learners