Summary:

Hello! My name is Akili Thompson Hall, He/Him pronouns; I respond to either Thompson or Akili, just let me know your preference! I am a highly motivated and adaptable professional with a background in customer service and a strong passion for technology. My journey into the world of software engineering is driven by a deep fascination with data analytics, cybersecurity, and software development. My experience in customer service has honed my communication and problem-solving skills, which I believe are invaluable assets for a software engineer.

Goals:

Right now I have 3 main goals that I'm always working towards. I find that my career has been built around these concepts and I hope to meet these targets soon.

- Education: I am constantly learning new things to prepare myself for an entry level role within the realm of software engineering. I also plan on continuing education at an accredited institution in pursuit of a Bachelor's
- Experience: As I am self-taught in most areas, I would love to understand more about the software industry so that I can quickly achieve new heights once I have accepted a new role in the field. It would also really help my confidence and potentially get rid of my imposter syndrome.
- Community: I've found that the most successful individuals are those who have found a community of like-minded individuals who are in pursuit of similar objectives and goals. I hope to make new friends wherever I go.

Qualifications:

I believe that my experiences, career, and interests have given me the foundation required to become an excellent software engineer

- Curiosity: I am naturally curious! Whether it's a wikipedia rabbit hole or ted-talks on the human brain, I love to learn new things and ask deep questions.
- Dedication: I have been working towards moving into the field of software engineering for some time now. I am open to all opportunities; and if one door closes, you better believe I'm going to look for the next one.
- Time management: This is one of the most important skills I've curated. Whether it's a solo project or a company wide initiative, I am always working to keep myself on track.
- Communication: As someone in the field of customer service, communication has become a speciality of mine. I know how vital it is to make sure everyone is on the same page.
- Teachability: If you can't tell by now, I am eager to learn and always studying something. I have an innate ability to pick up on things quickly and utilize the knowledge in a wide manner of ways. I believe that there's always a way to apply past lessons to new challenges.
- Critical Thinking: Critical thinking is, well, critical. I subscribe to the belief that mental flexibility and decision analysis are necessary for all aspects of life. Thinking critically is the best way to ensure success and I bring that belief everywhere I go..

Uniquity:

        While it's nice to fit in, sometimes life requires you to think outside of the box. These are the qualities that make me stand out amongst the crowd.

- Test driven: After my recent foray into software testing and crowd testing, I've come to understand just how important it is to check back in with yourself. After studying with the International Software Testing Qualifications Board, I understand Agile methodology and how to structure approaches around criteria and requirements.
- Creativity: My soul is that of an artist. While it can be unconventional, I believe that innovation can often come from avant garde places and through divergent thinking.
- Empathy and Commitment to Accessibility: It's not only important to understand what others are going through, it's imperative to grant equity and accessibility whenever possible. As someone with a disability, I am committed to making sure everyone can take part.
- Aligned Goals: Niantic sees a future where their technology and infrastructure paves the way for advanced robotics and adaptive computing. As someone who seeks to fight the issues plaguing humanity, I find that this mission aligns with personal goals to disrupt rigid industries and revolutionize approaches to solving hunger, disease, and global conflict.
- Growth Mindset: Having a growth mindset is about believing that you can develop yourself. A hunger for knowledge leads to embracing challenges, persisting through setbacks, learning from criticism, and consistent effort on the path to mastery.

Passions: These are the things I'm most passionate about (outside of computer science). These are things I can't stop thinking about, even if it's a small thought in the back of my head.

Cartoons:

        Animation is my favorite medium of art. I'm also fairly partial to comics. If you want to befriend me you'll talk about Bluey, Avatar: The Last Airbender, or Masaaki Yuasa. I hope that I can use this passion to assist Niantic in making world class experiences.

Garden:

        I love plants and I'm always trying to grow something I've never grown before. Truthfully, I don't have a green thumb, but that won't stop me from planting seeds! I'm deeply interested in hydroponics and aquaculture, I'm hoping the inspiration Niantic brings to the adaptive computing space will help me further these interests!

Food:

        I'm addicted, I can't go a day without the stuff. In all seriousness, I think about food constantly. I have very strong opinions about food, though I am captivated with exploring new flavors and experiences. If I'm not trying to come up with something new, I'm probably trying to

perfect a recipe (or at least translating the instructions into something a single bachelor with a toaster oven could make).

Work Experience

- Multi Focus Advocate - Cash App - November 2019 - present
    - Advocate for customers by identifying trends in issues and suggesting improvements to processes, policies and products a
    - Logging issues with JIRA, monitoring defects, and compiling error reports; Alpha testing components and communicating user stories and stakeholder requirements to Engineering and Product teams
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- Crowdtester - Testlio and uTest - April 2024 - present
    - System, accessibility, usability, functional, non-functional, and localization testing
    - Submit bugs and issue reports for clients, test case execution, and quality control

- Contract Service Support - Swoon Staffing September 2018 to February 2019
    - Delivers basic technical, administrative, or operative Customer Service tasks
    - Performs simple data entry, sorts requests, and maintains files

Education:
- Udacity, Nov 2023, Business Analytics Nanodegree (learned R SQL and Tableau)
    - Mastered data fundamentals applicable to any industry and learned to make data-driven decisions.
    - From collecting and analyzing data to modeling business scenarios, this course teaches Excel, SQL, and Tableau, utilizing data visualization skills to communicate findings.
- Google Data Analytics, August 2023, Data analysis and business insight
    - Prepared, processed, and analyzed data to help inform business decisions by developing in-demand data analytics skills using spreadsheets, SQL, Tableau, R, and more.
- Google Cybersecurity, April 2023, Cybersecurity principles, tools, and frameworks
    - Upskill program to learn industry standard tools like Python, Linux, SQL, Security Information and Event Management (SIEM) tools, and Intrusion Detection Systems (IDS).