

Kaden Jackson

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Education

University of Pittsburgh

Bachelors of Science in Information Science, Minor in Music

May 2025

GPA: 3.42

Relevant Coursework: Computation in Information Science, Human Centered Systems, Data Analysis, Networks and Information, Analysis of Information Systems, Database Management Concepts and Applications, Object-Oriented Programming, User Centered Design, IT Project Management, Information Visualization, Social Computing, Security and Privacy, User Experience Engineering, Data Driven Communication

Professional Experience

Operations Intern

June 2024 – August 2024

BNY Mellon – Pittsburgh, PA

- Rotated through multiple functions within the Global Payments and Treasury Services team, gaining hands-on experience with the department's systems and process automation.
- Developed and implemented a Python-based automation tool that optimized case assignments in the ECRM system, reducing a manual 1.5-hour process to a few minutes.
- Supported day-to-day ECRM operations in various areas, including data governance, AI engineering, client services, and other payment processing systems such as wire transfers and Zelle

IT Infrastructure Operations Intern

May 2023 - August 2023

ConnectiveRx – Pittsburgh, PA

- Collaborated with five infrastructure operations teams across multiple locations, supporting IT services and enterprise infrastructure.
- Administered Microsoft 365 tools including SharePoint, Exchange, Teams, and Multi-Factor Authentication (MFA).
- Assisted in system administration for Five9 and Salesforce, providing user support and managing access permissions.
- Resolved over 300 help desk tickets using ManageEngine, providing timely solutions and adherence to SLA requirements
- Led IT projects, including admin portal and SharePoint site development, BIOS update deployment, asset inventory management, and IT security enhancements.
- Learned and became proficient in workstation management, imaging, and deployment for Dell, Lenovo, and HP machines on Windows OS

Campus Involvement

Official Association for Students of Information Science

- President April 2024 – Jan 2025
 - Led organization operations, representing the interests of Information Science students at the University of Pittsburgh.
 - Facilitated professional development initiatives and organized IT and data analytics workshops, networking events, and guest speaker sessions with industry professionals to provide opportunities for current and prospective Information Science students.
 - Partnered with other student organizations, faculty, and administration in the School of Computing and Information, to create collaborative opportunities for students.

Smash Bros. Club

- Business Manager August 2021- April 2024
 - Served as the main event coordinator, production manager, and tournament organizer for club events and oversaw all event logistics, including venue setup, registration, and live streaming production
 - Managed all funds and purchases on behalf of the club

Skills

- Technical Skills: Python, Java, SQL, HTML, CSS, Dart, R, IT Support, Web Development, Data Analysis, Agile Project Management, SDLC, Data Visualization
- Tools: Microsoft 365 Suite (Excel, PowerPoint, Word, Teams, SharePoint), Power BI, Adobe Photoshop, Figma, Canva
- Audio Production Tools: Pro Tools, Studio One, Max/MSP, Audacity, MuseScore, Sibelius/Dorico, FL Studio
- Soft Skills: Communication, Collaboration, Leadership, Process Improvement, Problem-Solving, Critical Thinking