



## EDUCATION

**University of Maryland Baltimore County**  
**Bachelor of Science Degree, Computer Science**

**Expected May 2016**

**Anne Arundel Community College**  
**Associate of Science Degree, Computer Science**

**December 2013**

### Projects

- Software Inventory Program
  - Replaced manual logging of currently installed software with automated registry queries of uninstall keys
  - Expanded SWList program to detect missing software via explicit file checks
  - Included presence of major web browsers and versions
- CsvToXls
  - A simple .csv to .xls converter. Creates XML based Excel sheets out of .csv files. Born out of need for easy MS Access importation.
- UMBC COEIT Undergraduate Advising
  - A fully dynamic set of PHP pages and accompanying SQL tables that supports the creation, viewing, and modification of advising appointments.

### Skills

- Operating Systems: Linux (Arch / Ubuntu), Windows (XP / 2000 / 7 / 8)
- Programming Languages: C/C++, Java, HTML, PHP, MySQL
- Software: GIMP, LibreOffice, Microsoft Office (2007 / 2010)

## EXPERIENCE

**Anne Arundel Community College: Arnold, MD**

**October 2012 – Present**

### Lab Assistant

- Oversaw two labs containing a total of 128 computers.
- Created a tool to automate the collection of user logoffs to produce accurate lab usage data.
- Created and refined a tool to automate the creation and maintenance of installed software images for each machine.
- Monitor for, address, and report viewing of inappropriate content on lab computers via remote monitoring software.
- Initiate and compile work orders for lab equipment and software.
- Troubleshoot, diagnose, and correct computer related issues and answer common user questions.
- Have working knowledge and understand the capabilities of each lab machine.
- Interface with university students, staff, faculty, and the public.

**7-Eleven: Linthicum Heights, MD**

**April 2010 – October 2012**

### Sales Associate

- Provide customer service, answer customer questions and resolve customer complaints.
- Train new employees on revenue control equipment, inventory procedures and customer service policy.
- Verify accuracy of nightly deliveries and process relevant adjustments.
- Process cash and credit transactions for customer purchases and balance register at end of shift.

**Central Parking Systems, New York, NY**

**April 2005 – August 2009**

Assistant Manager (2007 - 2009)

Overnight Attendant (2006 - 2007)

Opening Attendant (2005 - 2006)

- Managed a small team of employees at a large 24-hour hospital location with a daily volume of over 2,000 customers.
- Compiled and processed time sheets for over 250 employees.
- Reviewed daily revenue reports for discrepancies and updated drop-safe log prior to Brink's cash pick up.