jplunkett@utexas.edu 309-846-3945

OBJECTIVE

Pursuing an internship experience with interests in information technology, customer service, programming, and engineering/business management

EDUCATION

Bachelor of Science, Electrical/Computer Engineering

The University of Texas at Austin, Austin, TX, expected May 2017

Relevant Courses: Software Design & Implementation, Introduction to Electrical Engineering, Introduction to Computing, Introduction to Embedded Systems, Sequences Series and Multi-variable Calculus, Differential and Integral Calculus

Graduate, High School Diploma

Normal Community West High School, Normal, IL, May 2013

GPA: 3.77/4.00

EXPERIENCE

Disney College Program Intern

February 2015 - May 2015

The Walt Disney Company

- Develop professional leadership and team-building skills by providing excellent guest service/recovery and loss prevention in the Walt Disney World Parks
- Uphold the Walt Disney Look and Standards while on and off-stage; maintain an open-mindset to create successful guest interactions
- Follow the "Four Keys to Success" system and "5 S's" to keep Walt Disney World guest standard's high

Senior Student Associate

July 2014 - Present

ITS Help and Service Desk, The University of Texas at Austin

- Provide students, faculty, and staff at The University of Texas at Austin with a central contact point for Information Technology support, computer help, and questions concerning UT Austin ITS services
- Develop professional leadership and team-building skills by participating in customer service workshops and interacting with co-workers during training sessions
- Learn how to maintain a professional mindset when providing on-the-phone support for various customer personality types

President Fall 2015 - Present

IEEE Computer Society Student Branch, The University of Texas at Austin

- Organize corporate communications, facilitate organizational officer meetings and general meetings (including technical talks and networking events)
- Maintain organizational finances and keep information up-to-date with the Engineering Student Life office; ensure that the organization remains in good standing with the university

Secretary

Fall 2014 - Summer 2015

- Facilitate internal communication for the organization by emailing officers and membership, coordinating shared meeting notes
- Manage organizational documentation from technical talks, general meetings, and social events throughout the academic year

COMPUTER SKILLS

Languages: Proficient with C/C++, Git/SVN, CSS, HTML, LaTeX; Familiar with Java, JavaScript, Ruby, ARM Thumb-2 ASM

Operating Systems: Proficient with Linux, Mac OS X, Windows Vista/7/8/8.1/10 Software: Proficient with Adobe Creative Suite, Microsoft Office; Familiar with Android & Windows Phone 8 SDK, MATLAB, NI LabVIEW

ACTIVITIES

Member, Institute of Electrical and Electronics Engineers, Fall 2013 - Present Member, Women in Electrical & Computer Engineering, Fall 2013 - Present Member, Society of Women Engineers, Fall 2013 - Present Volunteer, Longhorn Lights Out, Fall 2013 - Present Member, Longhorn Band Student Association, Fall 2013 - Spring 2014