

Lowell G. Pioquinto

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EDUCATION

The George Washington University, School of Engineering

Washington, District of Columbia

B.A in Computer Science & B.S in Information Systems Technology Management

Expected Graduation, May 2025

- **Related Coursework:** Algorithms & Data Structures, Database Systems and Team Projects, Computer Graphics I, Foundations of Information Systems Security and Ethics, Web Applications Development, Internet of Things Management

EXPERIENCE

George Washington University

Washington, District of Columbia

Technical Support Assistant II

Aug 2022 – Present

- Resolved 200+ support tickets within the entire university, achieving prompt and seamless operations while providing accurate assistance and high customer satisfaction.
- Assisted over 50 faculty and staff with multiple systems operations for software including recovery and backup as well as asset management of new hardware for transitioning employees.
- Assisted in the development and deployment of advanced testing protocols, incorporating a robust ticket triage system leading to 20+ hours saved per week by the support pod.

George Washington University

Washington, District of Columbia

Technical Support Assistant I

Aug 2021 – May 2022

- Assisted in 100+ support tickets within the School of Engineering, ranging from networking support, software-related concerns, and hardware troubleshooting.
- Delivered front-desk technical support to 50+ students within the Engineering and Medical schools, expertly diagnosing and resolving issues to maintain peak functionality within the academic system.
- Utilized Apporto to remotely access and resolve 30+ faculty and staff issues regarding VPN and home networks , leading to minimizing downtime and increasing staff productivity.

Uniqlo

Washington, District of Columbia

Retail Sales Associate

Sept 2022 – Nov 2023

- Utilized current technical knowledge to resolve technical issues regarding the current RFID and wireless scanning system to produce enhanced system performance and stability.
- Skilled in managing store inventory and ensuring proper and customer assistance to produce stable daily operations.

PROJECTS

University System Database

Washington, District of Columbia

- Developed a simulated database in C to display dynamic information through buttons and integrated search capabilities alongside a registration-enabled login system for new users.
- Utilized MySQL to create and filter simulated data to produce over 10 unique requests through set theory and different queries.

VIP Concierge Service Application

Washington, District of Columbia

- Spearheaded development of a front-end application to display the data of a fictional corporation to achieve maximum profit as well as exercise and enhance new customer acquisition.
- Utilized HTML, CSS, and JavaScript to create an interactive review page with testimonials and a dynamically programmed display feature, allowing new user reviews to be created and locally displayed to the current web page.

Chat Software GUI Development

Washington, District of Columbia

- Developed a real-time chat software using both Java and Java Swing, consisting of private messaging and group messaging in a local forum.
- Conducted user testing and made multiple improvements such as management of active users and members within the application.

TECHNICAL SKILLS

Programming Languages: C, R, Python, Java, JavaScript, HTML/CSS, SQL

Software: VScode, MS Office 365, Microsoft Teams, GitHub, RStudio

Operating Systems: Windows, Linux, MAC OS