Madisen Lee'Ann Zakham

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Education

University of Akron, Akron, OH
B.S. in Computer Science, May 2023 expected
3.3 GPA, 3.4 in-major

High School Diploma - 3.9 GPA

Work Experience

Apple, Technical Expert   *Nov '20 – present*
- Responsible for diagnosing Apple devices with hardware or software issues as well as informing customers of solutions for their issues.
- Performing iPhone repairs on various components such as display, battery, rear system, camera, and etc.
- Performing tests on iPhones and other devices to confirm any diagnosis

Starbucks, Shift Supervisor   *Nov '20 – present*
- Responsible for making signature Starbucks beverages and food items, handling money, counting money from register tills and safe, handling customer complaints and refunds, training incoming baristas, managing behind the line tasks, supervising baristas and planting them in their required positions, managing orders and organizing product

DRIPS LLC, Domain Testing Intern   *Mar '21 – Sept '22*
- Responsible for actively testing content and domains sent out via phone to consumers of the company.
- Avidly spending time discovering ways to improve how the company operates with a focus on speed of testing or accuracy of testing.
- This duty requires measuring benefits versus negatives of every change made to the processes in which we carry out from day to day

Marc's, Shift Supervisor/Cash Office Associate   *Feb '19 – Apr '21*
- Responsible for ringing customer's groceries, handling money, handling customer complaints and refunds, handling MoneyGram orders and Ohio Lottery orders, training incoming crew members, assisting cashiers when needed, counting money from register tills, calculating reports, calculating sales of products, managing the cash office

Bath and Body Works, Sales Associate   *Dec '19 – June '21*
- Responsible for informing customers about new products and older products, selling to customers, replenishing shelves, building new floorsets, setting up tables of products

Computer Expertise

Languages: JavaScript, C, C++, SQL
Key Areas: Internet Systems, Web Services, Game Design Programming
Technologies: Visual Studio, vim, CodeBlocks
Key projects: Software to track all repairs I have done on an iPhone and to compare their diagnosis to repair.

Awards and Certificates

Placed 5th in HAkron 4K Hackathon, October 2019