**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