MELISSA PSARAS

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EDUCATION

Cornell University   **Ithaca, NY**
B.A. in Computer Science   *Expected Grad: May 2023*
- GPA: 3.5
- Extracurriculars: Underrepresented Minorities in Computing, Native American & Indigenous Students at Cornell, Society of Women Engineers, Phi Sigma Pi Honors Fraternity, & Phi Sigma Sigma Sorority

TECHNICAL SKILLS

- Data Analysis Tools: **Google Analytics** & **ServiceNow Analytics**
- Back-end Development Tools: **Python**, **Java**, **OCaml**, **C**, & **OOP Programming**
- Front-end Development Tools: **HTML5** & **CSS3**
- Developer Tools: **Git**, **GitHub**, **VS Code**, **Eclipse**, & **Atom**
- Microsoft Office Suite: **Excel**, **Word**, **Access**, & **Powerpoint**
- Certifications: **ServiceNow Fundamentals**, **ServiceNow Knowledge Implementation (Quebec)**, **Google Universal Analytics Essential Training**

EXPERIENCE

Procter & Gamble   **Cincinnati, OH**
Solution Manager Intern   *May 2021 - Aug 2021*
- Investigated technical solutions and created solution launch plans to resolve areas of weakness in the content of the Company HR platform using ServiceNow and Google Analytics.
- Collaborated with peers across Service Lines, peers at external companies, and external vendors to ensure best use of company resources and identify biggest areas of weakness in the content of the Company HR platform.

Absolute Connections   **Bridgeport, CT**
Project Manager   *Jul 2019 - Jan 2020*
- Scheduled and organized the implementation of wireless networks using Cisco Switches, Controllers, and Access Points.
- Ensured the efficient completion of Access Point installation through communication with the client to ensure business needs were met.

PROJECTS

Streamline of Translation Processes (Procter & Gamble)   **May - Aug 2021**
- Utilized ServiceNow machine translation and technical plugins to increase translated content on Company HR platform.
- Used Google Analytics to plan the "go live" of the revamped translation processes and to determine priorities of translated content.
- Increased accessibility of HR platform to international employees.

Deployment of Article Quality Index (Procter & Gamble)   **May - Aug 2021**
- Launched ServiceNow AQI to improve content of Company HR platform by easily identifying points of improvement to the employee.
- Used ServiceNow Analytics and Google Analytics to identify priority areas for the AQI system.
- Defined further action to be taken upon the content, dependent on AQI results, to rectify weaknesses in the HR platform.

Organizational Suite   **Oct - Dec 2020**
- Created an organizational suite with an accompanying GUI by utilizing OCaml and VS Code with three other team members.
- Coded several features including a to-do list with built in tasks and tasks the user can create themselves, an appointments feature, and a user-friendly GUI.

CAMPUS INVOLVEMENT

Cornell Computing & Information Science   **Ithaca, NY**
Course Teaching Assistant   *Feb 2021 - Present*
- Led a discussion section of the course to review lecture and assist with hands-on application of lecture concepts.
- Mentored struggling students; met with professor to ensure discussion students were on track for success.

Cornell Tech Consulting   **Ithaca, NY**
UX Designer   *Feb 2021 - Present*
- Communicated with local business to identify desires for updating and draw more clients to the business' website.
- Designed mock-ups of the revamped website using Figma to ensure it met business needs before UI was created.