

## Michelle Angela M. Racho

1320 Weedon Dr.

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A team player that has strong attention to detail who also works well independently.

### EDUCATION

#### Augusta University

Augusta, GA

*Bachelor of Science in Computer Science*

May 2018

*Cyber Defender Certificate*

May 2018

Relevant Coursework: Data Structures, Assembly Language Programming, Database Systems, Software Engineering, Theory of Computation, Internet Programming, Programming Languages Concepts, Cyber Security, Senior Capstone Project

### COMPUTER SKILLS

**Language:** HTML5, CSS3, SASS, JavaScript, C#, Haskell, Assembly Language (x86)

**Framework and Libraries:** Bootstrap, jQuery, AngularJS, ASP.NET, Entity Framework

**Operating Systems:** Android, Windows

**Database:** SQL

**Software:** Visual Studio, VS Code, Git, Github

### PROJECTS

#### Responder Management System

January - December 2018

Senior Capstone Team Project

- Implemented a responsive SPA web app that showcases CRUD operations using ASP.NET MVC, C# for backend and AngularJS, Bootstrap for frontend. An added functionality was the ability to send out email notifications to a filtered list of recipients
- Self-taught AngularJS and Bootstrap

#### Augusta Chinese Community Church Website

October – December 2017

Internet Programming Project

- Team project with 2 classmates
- Developed an informative website using ASP.NET MVC

### WORK EXPERIENCE

#### Client Support Specialist II (Account Manager)

December 2019 – March 2020

#### Client Support Specialist I

June 2019 – December 2019

ADP

- Primary point of contact for 30 clients and build long term relationships with them
- Assisted my clients as well as others with payroll concerns through phone, email, and screen-share
- Prioritized tasks; ensured timely and successful delivery of solutions

### OTHER SKILLS

- Familiar with MS Paint, Adobe Photoshop CS6, Adobe Premiere Pro CS6
- Native Filipino and Cebuano speaker
- Elementary Korean
- Customer service