

Miranda Hodge

Mirandahodge1994@gmail.com | 95 Barthel Ave, Buffalo, New York, 14211 | (716)418-9065

EDUCATION

Pennsylvania State University, Erie PA

Expected Graduation: May 2020

Bachelor of Science: Management Information Systems

Minor: Computer Science

TECHNICAL EXPERIENCE

Service Desk Analyst, IBM | Buffalo, NY

Apr 2019- Present

- Perform customer support to clients via telephone, chat, and email
- Identify and/or coordinate hardware/ software requests; offer solutions for customer accounts
- Act as a subject matter expert/ mentor in limited subject areas

Sub-Contractor for IBM, Zones Nfrastructure | Buffalo, NY

Apr 2019- Present

Web Design, US Embassy, Community Liaison Office |Virtual

Sept 2018- Mar 2019

Project Manager Intern, Youbloom | Virtual

Sept 2018- Jan 2019

TEACHING EXPERIENCE

Teacher Assistant, Earth Rhythms Preschool | Ithaca, NY

Oct 2015 – Aug 2016

- Facilitated child interaction and problem-solving with children ages nine months to five years
- Maintained a safe and clean environment for children
- Created and executed interactive lesson plans that prepared children for kindergarten

Math Tutor, WyzAnt Tutoring | New York, NY

Jun 2013 – Aug 2015

- Tutored students ranging from kindergarten to college-aged
 - Provided private instructions to improve academic performance preferences
 - Introduced various methods of problem-solving in mathematics
-

RELATED COURSEWORK

Spring 2018

Organization of Data

- Analyze data, coordinate group, and utilize excel to illustrate findings
- Learn the concepts of databases that includes storage, manipulation, data displaying, etc.

Database Management Systems

- Data modeling and application development
 - Utilization of Database Management systems
-

COMMUNITY INVOLVEMENT

Volunteer Dance Instructor, McCormick Juvenile Detention Center | Ithaca, NY Sept 2014- Sept 2015

- Taught adolescents ages 12 – 21 the fundamentals of breakdancing
 - Mentored young adults to offer positive life choices
 - Maintained professional boundaries with the juveniles
-

SKILLS

Languages: Python, Html, C++, SQL

Software: Slack, Asana, Visual Studio, Pycharm, Google Analytics, SQL Server, Mathematica, LaTeX, Excel, Word

Customer Service: Time management, complaint Resolution, Client Relations