

ASHELEY MUDZINGWA

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EDUCATION

Ohio Dominican University, Columbus, Ohio

Expected: December 2026

Bachelor of Science in Computer Science

GPA: 4.0/4.0

Coursework: Programming in Python, Introduction to Programming (in-progress), Database Management Systems (in-progress)

EXPERIENCE

Ohio Dominican University | Helpdesk Assistant

July 2023 – Present

- Provide prompt and courteous technical support to end-users via phone, email, or in-person, resolving issues related to hardware, software, and network connectivity.
- Maintain and manage the helpdesk ticketing system, ensuring all incidents and service requests are appropriately logged, tracked, and resolved within established SLAs.
- Troubleshoot and diagnose complex technical problems, guiding users through step-by-step resolutions, and escalating issues to the appropriate teams when necessary.
- Collaborate with the IT team to identify and implement process improvements, resulting in increased efficiency and enhanced user experience.

GiveBack Hack | Volunteer Community Organizer | Columbus, Ohio

June 2023 - Present

- Spearhead the planning and execution of hackathon events, attracting participation from a diverse group of tech enthusiasts, students, and professionals.
- Recruit, train, and lead a team of dedicated volunteers, ensuring smooth event logistics, registration, and support during the hackathon.
- Implement participant feedback mechanisms to continuously improve the event experience, incorporating suggestions for future hackathons.
- Act as a point of contact for participants, sponsors, and partners, addressing inquiries, resolving issues, and maintaining a professional and welcoming environment throughout the event.
- Lead post-event evaluations to assess outcomes, measure success against predefined metrics, and identify areas for improvement.

LEADERSHIP & AFFILIATIONS

Computer Science Club at Ohio Dominican University | Founding President

August 2023 - Present

- Founded the Computer Science Club at Ohio Dominican University with a vision to foster a vibrant and supportive community for computer science enthusiasts.
- Designed and implemented a diverse range of engaging events, workshops, and coding sessions, catering to members with varying skill levels and interests.
- Developed and facilitated mentorship programs, providing guidance and support to club members pursuing internships and career paths in computer science.

ColorStack | Fellow

May 2023 - Present

- Forge meaningful partnerships with industry professionals and organizations to provide students with networking opportunities, internships, and scholarships.
- Champion diversity and inclusion within the organization and the broader tech community, advocating for equitable opportunities for underrepresented groups.
- Participate in continuous learning and professional development to stay updated with current trends and best practices in diversity and inclusion initiatives.

SKILLS & TECH STACK

Technical Skills: Python(Pandas, NumPy, Matplotlib), HTML/CSS, JavaScript, SQL

Technologies: Git/GitHub, React, Node.js, Express, MySQL