

Miranda Ward

(512)-695-1956 - mward98@gmail.com - <https://www.linkedin.com/in/miranda--ward/>

EDUCATION

Trinity University - San Antonio, Texas
Bachelor of Science in Computer Science
Overall GPA 3.13

MAY 2020

SKILLS

Programming Languages - JavaScript, HTML, CSS, Scala, C++, Bash
JavaScript Frameworks - Vue, Angular | Environments - Visual Studio 2019, VS Code | Database - MySQL | Tools - Git, Vim | Ecosystems- Google Dialogflow, Google Cloud Platform | Operating Systems - macOS, Linux, Windows (10)

EXPERIENCE

Centerbase, Dallas, Texas - *Technical Support Representative*

OCTOBER 2020 - PRESENT

- Providing assistance over the phone, Zoom, and Zendesk to aid in client productivity and problem resolution
- Writing articles to aid in customer support using Zendesk Guide
- Identifying issues through problem replication to provide details to the development team to assist in software development

SiteOwl - Trinity, San Antonio, Texas - *Front-End Team Member*

AUGUST 2019 - MAY 2020

- Developed front-end elements using Angular, HTML, and CSS to allow for user login and use of the site
- Worked efficiently with other teammates to complete tasks and create a satisfactory solution

SitePro, San Antonio, Texas - *Front-End Intern*

MAY 2019 - FEBRUARY 2020

- Demonstrated ability to understand existing code in a timely manner and modify logic in a non-disruptive way
- Increased productivity through the creation of forms to collect data to allow for better customer support
- Created a form using HTML, CSS, and Javascript to allow for storing and organization of data

Jungle Disk, San Antonio, Texas - *Data Science Associate*

MAY 2018 - JULY 2018

- Researched effective ways to create a chatbot using Google Dialogflow to help provide information to customers
- Parsed information from a chatbot using Google Cloud Platform to improve the efficiency of live support agents

INVOLVEMENT

Trinity University Women in Computing, San Antonio, Texas - *Member*
2020

SEPTEMBER 2016 - MAY 2020

- Volunteered at TECH Camp by teaching 20 middle school girls how to code games to explore social issues using MIT's Scratch