NATALIE WILKINS

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https://natywilk31.github.io/

EXPERIENCE

Software Development Intern, Wavetronix   *May 2024 - August 2024*
- Contributed to the Agile software development lifecycle, ensuring timely and efficient sprint planning, story estimation, and daily stand-ups that supported smooth project progression.
- Successfully identified and resolved critical bugs through thorough debugging, ensuring zero critical issues before deployment and improving the stability of the software.
- Collaborated in a team of four to design and implement informative graphs, providing valuable insights for over 500 international customers and enhancing user experience.
- Worked cross-discipline with electrical engineers to create integrated solutions, delivering customized software for clients and improving overall customer satisfaction.

IT Support Technician, University of Utah   *December 2022 - December 2023*
- Assisted in managing service management processes such as change management, problem management, release management, and disaster recovery.
- Supported in running service management processes including documenting, composing and distributing communications, and collecting metrics on processes.
- Engaged stakeholders in robust conversations about service issues.

Past roles:
- Sandwich Artist, Subway Restaurants, Riverton, UT, *2019 - 2022*
- Referee, Utah Youth Soccer Association, Sandy, UT, *2018 - 2019*

EDUCATION

Bachelor of Science, Computer Science   *May 2025*
University of Utah, Salt Lake City, UT, Cumulative GPA: 3.8

US Department of State Exchange Student   *June 2022*
Bertolt-Brecht-Gymnasium, Brandenburg an der Havel

Computer Programming Certificate, Quality Assurance Certificate   *May 2021*
Salt Lake Community College, Salt Lake City, UT

SKILLS

ITIL Foundations: IT Service Management Certification
MTA Certifications: HTML and CSS, HTML 5, Java, JavaScript, Python
Certificates: Internet of Things Certificate, TestOut PC Pro Certificate
Foreign Languages: German Language Certificate B2 - Upper Intermediate
Other Languages and Technologies: C#, C++, ReactiveUI, WPF, SQL, LINQ, Git, MVC, MVVM, Azure DevOps, XAML, C

OTHER

Congress Bundestag Youth Exchange Scholarship Recipient (2020-21, 2021-22)
- attended high school in Germany (2021-22)
- served as a youth ambassador, met with federal German and US government leaders