

# Nayan Bisessar

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## EDUCATION

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**Wentworth Institute of Technology (WIT)** | Boston, MA

**Expected August 2025**

Bachelor of Science in Computer Science

**GPA: 3.56**

*Related Courses:* Data Structures & Algorithms, Software Engineering, Machine Learning, Operating Systems, Databases, Data Science, Applications of AI

## TECHNICAL SKILLS

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**Programming Languages:** Java, Python, R, F#, Javascript, HTML, SQL, C, C++

**Software:** Visual Studio, Eclipse, MySQL, VirtualBox, IntelliJ, Wireshark, Spyder

**Systems:** Windows, Linux

## EXPERIENCE

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**IT Senior Customer Service Representative** | Tufts University

**April 2024 – Present**

- **Managed tickets for IT issues**, including **software troubleshooting**, **hardware repairs**, and technical support for university staff and students.
- **Led a team** of customer representatives, providing guidance, training, and mentorship to ensure consistent service delivery.
- **Scheduled employee shifts** and maintained effective coordination across teams to cover all operational hours efficiently.
- **Demonstrated problem-solving abilities** in fast-paced environments, resolving complex technical issues and delivering excellent customer service.

## PROJECTS

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**Online Recipe Service** | Developer

**January 2024 – April 2024**

- **Collaborated in a team** to develop a **full-stack web application** following the **Agile software development process**.
- **Implemented an API** to generate recipe cards stored in an **AWS database** based on user searches, with each card displaying images, cooking time, instructions, and relevant food tags.
- Developed the **back-end using PHP** for handling requests and integrated the front-end using **HTML and CSS** to design an intuitive and user-friendly interface.
- Enabled users to create personalized profiles, including dietary preferences, to tailor recipe suggestions to individual needs.

**Personal Portfolio** | Developer

**December 2023 – January 2024**

- Designed and implemented a personal portfolio website using **HTML, CSS, and JavaScript** to showcase my skills and projects.
- Demonstrated creativity and **proficiency in front-end development** to present a visually appealing and functional portfolio online while adding responsive design to enhance user experience.

**Tic – Tac – Toe** | Developer

**Spring 2023**

- Developed a modular and maintainable codebase by applying strong **Object-Oriented Programming (OOP) principles**, ensuring code reusability and clean separation of responsibilities among different classes.
- Designed an intuitive and visually appealing **graphical user interface (GUI)** using **JavaFX**.

## INTERESTS & HOBBIES

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**Society of Hispanic Professional Engineers (SHPE)** | Member

**September 2023 – Present**

- Facilitate engaging weekly gatherings fostering an all-embracing community environment for diverse participation.

**Volunteer Work**

**Summer 2020 – Present**

- Engaged in impactful missionary work in Suriname and Columbia, fostering cultural understanding and addressing humanitarian needs to promote positive global change.