

RACHEL STARR

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EDUCATION

B.S. Computer Science

- University of North Carolina at Chapel Hill (UNC)
- Expected graduation May 2021

North Carolina School of Science and Math

- Class of 2017

WORK EXPERIENCE

Senior Residential Computing Consultant

Aug 2019 — Present

Residential Networking, Education, and Technology (ResNET) at UNC Chapel Hill

- Directly manage a group of thirteen Residential Computing Consultants in a specific region of the on-campus residence halls
- Serve as an advanced troubleshooting and customer service resource
- Lead monthly events focused on educating the entire fifty-person staff on best troubleshooting practices and techniques
- Facilitate communication between staff members and other departments or the management team

Student Lead

Feb 2019 — Present

Information Technology Services Walk-In Service Desk at UNC Chapel Hill

- Possess a more advanced range of technological troubleshooting skills and take on more complex issues
- Serve as a knowledge resource to other employees, and train other employees through shadowing
- Work on special projects with the management team as needed
 - Designed a technology guide to be distributed to incoming freshman using university laptops
- Continue to perform all duties expected of student employees

Student Employee

Mar 2018 — Feb 2019

Information Technology Services Walk-In Service Desk at UNC Chapel Hill

- Possess familiarity with a wide variety of devices, applications, and operating systems
- Troubleshoot common technological issues in a university setting such as networking, hardware, and software issues
- Provide efficient and friendly technical support to students, faculty, and staff

Residential Computing Consultant

Aug 2017 — Aug 2019

Residential Networking, Education, and Technology (ResNET) at UNC Chapel Hill

- Provide on-site technical support to students living on campus in the residence halls
- Be a friendly and approachable figure within the campus community, prioritize customer service
- Lead community events focused on technological education and innovative technology such as 3D printing or augmented/virtual reality

PROJECTS & SKILLS

Proficient: Java, HTML 5, CSS 3, JavaScript, Python

- Implemented a mock social-media website with likes and sharing using a RESTful API and NodeJS

Familiar: Kotlin, Swift, C++, XML

- Created basic Android application for restaurant ratings