Rachel Scherer

386-898-1732 • rachelscherer94@gmail.com • github.com/rachelscherer
racheljs.com • linkedin.com/in/rachelscherer • Riverside, CA

EDUCATION

Georgia Tech | Master of Science in Computer Science (remote, part-time)　　　Fall 2020 – Summer 2022
- GPA: TBD

Cal Poly Pomona | Supplemental Education (non-degree seeking)　　　Fall 2018 – Spring 2020
- GPA: 4.00
- Completed 45 credits to fulfill prerequisites for M.S. in Computer Science applications.
- Classes completed: Object-Oriented Programming, Data Structures, Calculus I, II, III, Differential Equations, Linear Algebra, Assembly Programming, Discrete Structures, Statistics, Software Engineering, Computer Architecture, Formal Languages and Automata

Florida State University | Bachelor of Arts in Music　　　Awarded Summer 2017
- GPA: 3.19
- Relevant classes completed: Intro to Programming in C++, Web Design I and II

SOFTWARE PROJECTS

MealTime
- Designed and developed a 10k+ line of code food ordering and delivery web app from scratch using React.js, Express.js, MongoDB, Node.js, AWS and Heroku with a small team.
- Primarily responsible for all front-end development, but also wrote API endpoints.

SKILLS

MERN Stack: MongoDB, Express.js, React.js, Node.js
Other technologies: C++, HTML/CSS, JavaScript ES6+, VBA, Git, AWS, some PHP and MySQL
I.T.: Windows 7, 8.1, 10, Linux, Bash, Vim, PowerShell, Active Directory, Basic Networking and Servers, WSUS, MDT/WDS, Point of Sale systems

WORK EXPERIENCE

PC Support Specialist　　　May 2019 – present
Cal Poly Pomona Foundation, Inc | Pomona, CA
- Provide workstation, printer, point-of-sale, and peripheral support via telephone, face to face and remote desktop communication utilizing customer service techniques and strong communication skills.
- Create, implement, and maintain PowerShell scripts to automate tasks and log data.
- Manage, distribute, and deploy Windows updates using WSUS.
- Deploy images for Windows 10 machines through MDT/WDS.
- Manage user accounts via Active Directory.
- Utilize the Windows Print Server to add, remove, and update network printers.
- Promptly log and update status and progress of projects in Track-It! Support ticketing system.
- Lead documentation efforts to ensure ease of access to critical information.
- Prioritize and escalate issues where required.

Business Administrator　　　October 2017 – July 2019
LEGACY Supply Chain Services | Jurupa Valley, CA
- Served as the point of contact during server outages and firmware upgrades.
- Controlled user accounts and granted elevated access to protected resources in RACF.
- Automated and improved workflow by integrating Visual Basic macros into daily reporting.
- Inducted printers, terminals, voice consoles, and scan guns onto the wireless network.
- Troubleshooted and resolved printer, network, and computer issues.
- Planned shipments by working closely with customers (internal and external), transportation, and area distribution centers.