
Rachel Scherer

California State Polytechnic University, Pomona
3801 W Temple Ave
Pomona, CA 91768

rjscherer@cpp.edu
<http://www.racheljs.com/>
Phone: (386) 898-1732

Education

California State Polytechnic University, Pomona
Supplemental Education, 2019 - present (*in progress*)
GPA: TBD

Riverside City College
Supplemental Education, 2018 - 2019
GPA: 4.00

Florida State University
B.A., Music, 2014 - 2017
GPA: 3.19

Scholarships

Florida Medallion Scholarship
Awarded 2014 - 2017

Undergraduate Music Scholarship
Awarded 2014 - 2017

Brian Kelley Scholarship
Awarded 2013 - 2014

Courtney Anne Rice Performing Arts Scholarship
Awarded 2013

Technical Skills

Most Experienced
C++, JavaScript, HTML/CSS, Windows 7, 8.1, 10
Linux, Bash, Active Directory, Basic Networking and Servers, L^AT_EX

Some Familiarity
PHP, MySQL, VBA, JQuery, PowerShell

Projects

Chess Clone
Constructed in C++ using Object-Oriented programming principals.

Uno Clone
Constructed in C++, complete with computer opponent logic.

T9 Trie

Custom data structure used for predictive text.

Related Work Experience

PC Support Specialist, Cal Poly Pomona Foundation

Pomona, CA, May 2019 - present

- Provide support via telephone, face to face and remote desktop communication with end-users utilizing customer service techniques and strong communication skills.
- Provide workstation, printer, point-of-sale and peripheral support.
- Manage, distribute and deploy Windows updates using WSUS.
- Deploy images for Windows 10 machines through MDT/WDS.
- Manage user accounts via Active Directory.
- Configure and maintain Micros POS systems.
- 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.
- Provide technical training on hardware and software for new and existing users.
- Lead documentation efforts to ensure ease of access to critical information.
- Prioritize and escalate issues where required.

Business Administrator, LEGACY Supply Chain Services

Jurupa Valley, CA, October 2017 - July 2018

- 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.
- Resolved issues via email or telephone.
- Served as the point of contact for shipment issues.

Teaching Experience

Music Director Apprentice, Tallahassee Community College

Tallahassee, FL, January 2015 - May 2015

- Provided overall music direction on TCC's spring musical, "Catch Me If You Can".
- Utilized Finale music software to isolate and transcribe vocal harmonies.
- Worked closely with the audio engineer to ensure proper mixing of the cast and orchestra.
- Conducted the orchestra during musical performances.

Assistant Music Teacher, Raa Middle School

Tallahassee, FL, January 2015 - April 2015

- Taught basic music concepts to 25 middle school students.
- Tutored individual students in reading sheet music and counting rhythms.
- Accompanied musical performances on drumset.
- Enforced classroom rules.

Community
Outreach

Grant Programs Intern, Council on Culture and Arts

Tallahassee, FL, January 2017 - July 2017

- Designed newsletters and fliers for local art events in the community.
- Advertised grant opportunities on COCA's website and job board.
- Provided one-on-one consultations to arts organizations as they completed COCA's cultural grant.
- Facilitated workshops for local arts leaders.
- Collected data from a variety of sources.
- Created and distributed surveys using SurveyMonkey.

Audio Engineer, Lakeside Jazz Festival

Port Orange, FL, April 2012 - April 2013

- Recorded, trimmed, and mixed high school and collegiate jazz bands using Audacity.