
Rachel Scherer

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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, React, Windows 7, 8.1, 10
Linux, Bash, Active Directory, Basic Networking and Servers, \LaTeX

Some Familiarity
PHP, MySQL, VBA, JQuery, PowerShell

Projects

Personal Website
Constructed using HTML, CSS, JavaScript, and React.js.

Terminal Chess
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.