Ritesh Gautam

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EDUCATION

Georgia State University   Atlanta, GA
B.S in Computer Science **(Spring 2018 - Present)**   **GPA**: 3.59

Community College of Baltimore Country   Baltimore, MD
A.S in Computer Science **(Fall 2014 - Fall 2017)**   **GPA**: 3.28

AWARDS

Dean's List   May 2017 & Spring 2018
First Year Experience Mentor Award   May 2017
Certified Peer Educator   July 2016

SKILLS

Computer: Experienced in C++, Java, Python, C, Robotics, Digital Image Processing, Adobe Photoshop, Lightroom, Premiere, Final Cut Pro X, Windows/Mac OS.

PROFESSIONAL EXPERIENCE

Apple · AppleCare At-Home Advisor   **July 2018 – Present**
- ☐ Providing precise and appropriate instructions to isolate customer issues.
- ☐ Addressing customer service inquiries in an effective and timely fashion.
- ☐ Demonstrating the ability to manage multiple priorities while coming to a resolution.

CCBC Computer Yard · Lab Support Assistant   **March 2017 – December 2017**
- ☐ Troubleshooting various electronics such as MacBook's, PCs, and printers.
- ☐ Assisted students with any computer/technical issues.

LEADERSHIP AND AFFILIATIONS

Men Achieving and Developing Excellence (MADE) Mentor   **July 2019 – Present**
- ☐ Lead the facilitation for all first-year experience mentors.
- ☐ Planned and implemented sessions about educational requirements, college policies, support services, and Student Life.

The Honors Council · Honors Council Representative   **May 2017 – December 2017**
- ☐ Served as a hearing panel member to evaluate admissions into the Honors Program.

VOLUNTEER EXPERIENCES

Honors Council · Member & FYE Mentor   **May 2016 – May 2017**
- ☐ Volunteered 10 hours biweekly for the Honors Council Program under the supervision of Dr. Rosenthal.
- ☐ Such events include: graduations, orientations, and award/induction ceremonies.