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**Resume Summary**

M.S. Computer Science graduate looking for a role in which I can add value to a company using my skills in software development. I hope to apply the analytical skills and troubleshooting methodologies learned through both my professional and educational experience while developing new competencies in software production.

**Education**

**University of Kent Canterbury, Kent**

*M.S. in Computer Science* **September 2017 – November 2018**

* 3.4 GPA

**San Francisco State University San Francisco, CA**

*B.A. in Political Science*  **January 2008** – **January 2010**

**Coursework and Personal Projects**

**API query program:** Wrote Java program to query, GET, parse, and POST JSON data

* Developed software program that would execute HTTP GET requests to multiple different API’s.
* Parsed and organized JSON Objects into arrays of JSON data
* Used HTTP to POST new JSON data back to an API

**Graduate Thesis**: Visualization of Communicating Automata

* Developed software for my thesis which included extensive use of java Collections and Data Structures
* Focused on creating objects in memory that transferred data according to automata theory communication concepts
* Used JavaFX Graphical Toolkit for all graphically interactive features of the software

**Haskell IDE Refactor**: Worked with a team of five to refactor a Haskell IDE written in Java.

* Utilized Agile/Scrum software engineering methodology to coordinate workflow
* Used strong understanding of Java fundamentals to build and introduce new features
* Created diagrams for feature introduction using UML
* Unit tested newly created features

**Box office ticketing website:** Created a ticketing website using HTML, CSS, JavaScript, PHP and a SQL DB running on an Apache web server for persistent storage of changes within the site.

* Built initial 5-page website using HTML and CSS for structure and styling
* Created JavaScript functionality for more interactive front-end experience including popups and visual text changes.
* Used PHP to facilitate information transfer between front-end and SQL server
* Built SQL tables to store webpage table information in SQL server, editable from the front-end.

**Skills**

Languages: Java, JavaScript, PHP, Prolog, HTML, Ruby

Tools and Frameworks: Android Studio, Node.js, Express, GitHub, Linux, Eclipse IDE

Databases: SQL

**Professional Experience**

##### Nossaman LLP San Francisco, CA

*Technical Support Analyst* **August 2015 – August 2017**

* Experienced Tier 2 level IT support for office environment including software management, hardware support and networking
* Managed inventory and systematized IT policy and upgrades for 50 user San Francisco office
* Broad range of responsibilities including hardware, software, network, A/V and mobile device support
* Backend system administration experience managing group level access using Active Directory and SCCM
* Managed ticket load through Track-IT and IQ track ticketing systems
* Hands on experience with Citrix and VPN for remote access
* Excellent end user communication skills, both written and verbal
* Experience with a wide variety of software suites and programs, and outside vendor support

##### [Hanson Bridgett LLP](https://www.linkedin.com/vsearch/p?company=Hanson+Bridgett+LLP&trk=prof-exp-company-name) San Francisco, CA

#### *Help Desk Specialist* May 2013 – August 2015

* Provided skilled Tier 1 and 2 level IT support for 300 user office environment including hardware, network and software troubleshooting
* Supported Windows 7, 8 and Mac OSX end users
* Document Management System experience using Worksite/Filesite
* Hands on experience imaging and implementing new hardware and software into office environment
* Managed A/V equipment and systems firm wide including Cisco and Tandberg endpoints
* Lead mobile support technician supporting Android and iOS devices, administrating email through Good for Enterprise tools and security with RSA securID
* Provided end user one on one support and training for firm systems
* Ran diagnostics and repaired malfunctioning equipment