Roy Garrett

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Education

The Master's University *Santa Clarita, CA*   Expected Graduation: 2024

- Major – Computer Science: CS/AI/IS and Business: MIS
- GPA – 3.90
- 4x President's List, 1x Dean's List
- Research and Development Partner – BAIIAM
- 3x GSAC Scholar-Athlete Award, Men's Soccer – 2019 to 2022

Experience

The Master's University *Santa Clarita, CA*   Aug 2022 – current
IT Service Desk Analyst

- Troubleshoot technology issues for faculty and students through several forms of communication including, phone, email, ticket software, and in-person
- Address customer concerns with various technology discrepancies including display apparatus, printer and laptop software and hardware, and network capacities
- Collaborate with the analyst team to pinpoint solutions
- Ensure continued customer satisfaction using extensive experience in customer service

Website Portfolio
React.js, Node.js, JavaScript, CSS, HTML, Git, GitHub

- Built and deployed a website built with React.js
- Produced a finished project with newly learned technology in 4 days
- Gained applicational experience with React.js, JavaScript, CSS, HTML, Node.js, Git, and GitHub

Various Projects and Coursework
Python, C, HDL, Assembly, SQL

- Created various projects and assignments with Python including web scrapers, various programs using data structures and algorithms such as search trees, sorts, arrays, queues and stacks, and heaps, as well as various AI algorithms involving adversarial search, gaming, and neural networks
- Built the hardware logic of a CPU and memory starting with a primitive nor gate using binary logic and arithmetic through Hardware Description Language
- Utilized assembly language and learned how it relates to the hardware, worked with machine code and binary instruction set architecture and accurately translated between C, assembly, and binary machine code
- Manipulated and extracted data from databases using SQL as well as reverse engineered databases using MySQL Workbench