

Sam Appiah

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PROFESSIONAL SUMMARY

Multidisciplinary student graduating fall 2025 with hands-on experience in web design, software testing, and client support. Known for blending creative thinking with strong technical execution – whether building websites, optimizing, testing cases, or streamlining customer communication. Adept in Java, HTML, and manual QA, and Git-based workflows. Seeking a fall/winter 2025 internship or entry-level tech role to continue growing as a software/IT professional.

EDUCATION

University of Maryland Global Campus	April 2024 – December 2025
• 4.0 GPA • Computer Science • Bachelor of Science	
Relevant Coursework: Computer Science I & II, Web Development, and Software Testing	
Frostburg State University	August 2020 – May 2023
• 3.5 GPA • Computer Science • Bachelors	

EXPERIENCE

Service Operator		
CarMax	August 2024 – Present	Brandywine, MD
• Accelerated resolution of customer inquiries by following up to confirm issues were addressed, improving satisfaction rates.		
• Operated telephone system and documented 50+ calls daily in RSA, ensuring accurate records and efficient call routing.		
• Educated customers on billing, payment processing, and support, increasing understanding of company processes.		
• Delivered information and transferred calls to appropriate parties, streamlining communication flow.		
Website Designer/Administrator		
Sammy's Merch	March 2024 – Present	Brandywine
• Designed and implemented web pages, plugins, and functionality, driving continuous site improvement.		
• Monitored technical issues and expedited troubleshooting requests to resolve user problems efficiently.		
• Identified, isolated, and tracked defects in defect tracking system, enhancing site reliability.		
• Collected and responded to user feedback, iterating on site structure and content for improved user experience.		
Host		
Cheddars Stratch Kitchen	April 2024 – August 2024	Brandywine, United States
• Managed reservations by phone and walk-in, optimizing scheduling and kitchen output to prevent overbooking.		
• Collaborated with front-of-house staff to adjust seating and accommodate special requests, enhancing guest satisfaction.		
• Supported servers, food runners, and bussers by maintaining dining area readiness, reducing wait time by 15%.		
• Assisted managers in resolving service and food-related issues promptly, improving operational efficiency.		
Shift Leader/Hiring Manager		
Chick-Fil-A	July 2019 – April 2024	Clinton, MD
• Supervised employees and enforced quality compliance with company standards for food and services.		
• Coordinated team schedules to meet state regulations and business needs, optimizing labor resources.		
• Motivated employees to maintain productivity and meet customer needs, contributing to team success.		
• Bagged food as line clerk, delivering excellent customer service and supporting front-line operations.		
Technical Intern		
A3 Consulting LLC	May 2023 – August 2023	Lorton, VA
• Authored and optimized test cases to maximize manual software testing success with thorough approaches.		
• Tested systems to identify root causes of problems and uncover bugs, improving software quality.		
• Diagnosed and reported bugs and glitches, contributing to timely repairs and system reliability.		
• Collaborated in team meetings to brainstorm new solutions for issue resolution, enhancing team outcomes.		
Technical Assistant		
N4 Information Systems	February 2021 – August 2021	Bowie, MD
• Maintained and grew audience engagement by managing posts and interactions across platforms.		
• Developed database for resumes formatted to company requirements, streamlining recruitment processes.		
• Organized and distributed technical documentation to project manager, supporting project delivery.		

SKILLS

Programming Languages: Java, HTML, JavaScript (basic), Python (basic)

Web Tools: WordPress (basic), Basic Plugin Management, UI Layout

Testing: Manual QA, Test Case Writing, Bug Tracking

Tools: Git, Visual Studio Code, Microsoft Office Suite, Eclipse, NetBeans, DevOps

Multimedia: LogicPro, MainStage, CapCut, Adobe Premiere, Adobe Photoshop, Digital Audio Editing

Soft Skills: Team collaboration, Communication, Adaptability