

Spencer Yates

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EDUCATION

Northern Kentucky University B.S. Applied Software Engineering | Expected May 2024 | Major GPA: 3.2

- ASE 220: Full-Stack Application Development
- CSC 350: Database Programming
- CSC 360: Object Oriented Programming II

WORK EXPERIENCE

SERVICE TECHNICIAN INTERN

Global Business Solutions, April 2023 - Present, Newport, KY, USA

- Provided complete IT technical support services to 15,000+ end users in a customer first IT firm with 500+ corporate customers.
- Efficiently solved customer issues daily using system operation and customer service skills.
- Worked fluently as a team with other Service Technicians to troubleshoot solutions efficiently.
- Work with higher level Service Technicians to learn Microsoft Azure, networks, and firewalls.

PHONE AGENT

Northern Kentucky University, June 2022 - April 2023, Highland Heights, KY, USA

- Advised students and parents on scholarship and aid research.
- Safely handle exchange of confidential and sensitive information between students and other financial aid staff.
- Filter incoming documents for accuracy, completeness, and return incomplete or missing documentation to students in a timely manner.
- Work with and securely distribute documents to other offices within the university.

TREE CARE TECHNICIAN

His Hands Tree Service, May 2020 - August 2020, Cecilia, KY, USA

- Worked within a precise schedule to provide quality service to customers in a timely manner.
- Ensured safety while working within a high danger environment.

CAMP COUNSELOR

Camp Crooked Creek - Boy Scouts of America, May 2016 - July 2018, Shepherdsville, KY, USA

- Worked within a team to deliver a nationally honored service.
- Planned and Delivered presentations to youth on robotics and software development.
- Provided customer service in high stress work environment.

PROJECT/ORGANIZATION EXPERIENCE

ROBOTICS MENTORING + REFEREE 2021 - Present

- Mentor in C++ and other programming subjects, helping students with questions and code review.
- Mentor students develop soft skills for their future careers.
- Network with other volunteers and figures to ensure the best learning environment.

NUKE ROBOTICS (NORTHERN KENTUCKY UNIVERSITY ROBOTICS) August 2020 - May 2023

- Programmer of the team, working on advanced movement control and pathing for autonomous routines.
- President and Founder of the organization, in charge of overseeing all operations are flowing smoothly.
- Aided other officers in their duties such as creating budgets, hosting board meetings, and work with the school to continue operations.

EAGLE SCOUT (BOY SCOUTS OF AMERICA) August 2010 - March 2019

- Achieved by completing several small, medium, and long term goals while working on several community projects.
- Held leadership roles including Senior Patrol Leader, leading the troop and planning meetings with other leaders.
- Eagle Scout Project was creating an outdoor reading gazebo for the Hardin County Public Library.

SKILLS

LANGUAGES/TECH: C++ • Java • Javascript • Python • Typescript • ReactJS • C • PowerShell

SOFT SKILLS: Teamwork • Problem-Solving • Team Leadership • Flexibility • Communication