

Serafina Yu

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Objective	Highly motivated student seeking a summer opportunity to apply, learn, and enhance digital skills.	
Education	California State University, Fullerton <i>Bachelor of Science in Computer Science</i>	Expected May 2024
	Santiago Canyon College <i>Associate Degree in Science for Transfer with a Major in Mathematics</i>	August 2021
Work Experience	California State University, Fullerton, CA <i>Telecommunications Student Assistant</i> <ul style="list-style-type: none">• Clerical: data entry, pick up calls• Technical:<ul style="list-style-type: none">▪ Respond to incident tickets such as<ul style="list-style-type: none">○ Password resets○ Phone feature changes○ Assist staff members navigate through company software▪ Built physical (Aastra) and digital (WebEx) phones for staff,▪ Prepare spreadsheets of locations for all campus phones used for 911 purposes• Customer Service: Direct communication through phone calls and email in a friendly and professional manner	Apr 2022 - Present
	In-N-Out, Tustin, CA <i>Store Associate</i> <ul style="list-style-type: none">• Operated cash registers and handled cash/card transactions accurately• Served customers' needs and fulfilling orders efficiently• Maintained a clean workspace during fast paced hours	July 2019 - Oct 2020
Club Activities/ Volunteer	Association for Computing Machinery Member	Jan 2022 - Current
	Video Game Design Club Member	Jan 2022 - Current
	Project RAISE: RAISE Transfer Program	Jan 2022 - Current
	HOPE – hopebiz.org – Volunteer work	Summer 2021
Skills and Interests	Technical: <ul style="list-style-type: none">• Basic knowledge of CSS, HTML, Javascript, C++• Microsoft Office: Word, Excel, Power Point, Outlook• Google: Calendar, Drive, Slides, Sheets, Docs• Team management platforms: Notion, Asana Telecommunication: <ul style="list-style-type: none">• Zoom Phones, WebEx, Microsoft Teams, Clearspan/OPEasy, Surgemail, ServiceNow, Connect Interests: <ul style="list-style-type: none">• Video Games<ul style="list-style-type: none">▪ <u>Current Games:</u> Pikmin Bloom, Overwatch 2, Cookie Run: Kingdom, Fall Guys▪ <u>Past Games:</u> Stardew Valley, Terraria, Minecraft, Fortnite, Valorant, Valheim, Splatoon, Mario Kart, Super Smash Bros, Animal Crossing, Super Mario Bros, Legend of Zelda, Genshin Impact, Overcooked 2, Phasmophobia, Bloons TD6, Tetris, Raft, Realm of the Mad God, Don't Starve Together, Guild Wars 2, etc.• Anime, Hiking/Leisure Walks, Gardening, Arts & Crafts	