SERRA ARNOLD

Bloomington, IN | (812) 566-4226 | serraarnold0@gmail.com | LinkedIn | GitHub

PROFESSIONAL SUMMARY

Detail-oriented Informatics graduate with a strong technical background in Linux system operations, SQL, Python scripting, and server management. Experienced in troubleshooting, monitoring, and documenting technical systems through academic projects and hands-on practice. Skilled in collaborating across in-person and remote teams, streamlining processes, and applying problem-solving skills to ensure reliable system performance. Passionate about data center operations, process improvement, and scalable infrastructure.

TECHNICAL SKILLS

Operating Systems & Platforms: Linux, Windows, AWS (EC2), Docker, PuTTY
Languages & Scripting: Python, SQL, Shell scripting, PHP, JavaScript, TypeScript
Networking & Systems: HTTP, DNS, REST APIs, Server configuration, System monitoring
Databases: PostgreSQL, MySQL, MS SQL Server
Tools: Git/GitHub, VS Code, Microsoft 365, Excel VBA
Professional Skills: Documentation, Process improvement, Team collaboration, Agile methodologies

PROJECT EXPERIENCE

IU Capstone   Aug 2024 – May 2025

SQL-Driven Information System: Aldeas Inteligentes, Bienestar Sostenible - México   *Bloomington, IN*
- Designed and implemented relational database structures to support large-scale community initiatives.
- Optimized query performance for reliable backend-to-frontend integration.
- Conducted system monitoring and troubleshooting to ensure reliable operations.
- Created documentation to support ongoing system use and stakeholder training.

IU Methods for HCC – Digital Tourism Guide   Jan 2025 – May 2025

Data Architecture & UX Design: Discover Downtown Washington Historic Trail, IN   *Bloomington, IN*
- Developed backend data architecture and deployed front-end displays.
- Integrated system logging and debugging processes to improve data reliability.
- Documented technical processes for reproducibility and knowledge sharing.

IU Human-Computer Interaction (HCI)   Aug 2023 – Nov 2023

Data-Focused Research and Design: Food Aid Distribution App Prototype   *Bloomington, IN*
- Drafted database schema and logic flows to support real-time user/admin interactions.
- Configured data exchange processes to optimize application reliability.
- Collaborated in an Agile team to troubleshoot integration challenges.

WORK EXPERIENCE

Upland Brewery | Texas Roadhouse   Aug 2020 - Present

Server & Bartender   *Bloomington, IN*

- Applied strong problem-solving skills under high-pressure conditions to maintain operational efficiency.
- Documented and trained new team members, improving onboarding and knowledge sharing.
- Strengthened teamwork and communication, ensuring smooth coordination in dynamic environments.

EDUCATION

Indiana University, Bloomington, IN   May 2025

Bachelor of Science, Informatics
- **GPA:** 3.54 (Major GPA: 3.9)
- **Achievements:** Dean's List - 3 Semesters