**SETH SPIEGEL**

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**EDUCATION**

**Hunter College, New York, NY**               **2019 – 2021**

*Bachelor’s of Computer Science  |  Minor of Mathematics |* GPA: 3.41

* + Awards:
    - Commencement Recognition for Outstanding Student Performance

**Rockland Community College, Suffern, NY**  **2016 – 2018**

*AA Liberal Arts & Science: Humanities and Social Sciences – Honors Track* (GPA:3.63)

* Awards, Societies, and Programs:
  + Phi Theta Kappa, Phi Sigma Omicron (College Collegiate Honor’s Societies)
  + National Society of Collegiate Scholars invitee
  + Sam Draper Talented Student Honors Program
  + Outstanding Student Services Award Recipient

**EMPLOYMENT**

**WCA Technologies –** *IT Operations Intern* **July 2021 -Present**

* Act as first line of contact for clients contacting WCA, determine the most appropriate course of action, triage appropriately.
* Inspect inventory, ensure all equipment is accounted for and labeled properly.
* Remotely access client equipment and software to diagnose issues, alleviate concerns, and apply solutions.
* Assist technicians with provisioning new devices, and configure them according to clients needs and expectations.
* Assist upper management with technological and security assessments of clients with documented reports and suggestions
* Assess client needs and open constituency files.
* Triage concerns, issues, and complications to the appropriate resources and serve as dispatch for Company engineers.
* Assist upper management with technological and security assessments of clients
* Prepare well-documented reports on assessments, including inventory, concerns, and suggestions.
* Research services and solutions to find the best fit for clients’ unique situations

**CUNY Hunter College** - *Computer Science Undergraduate Teaching Assistant (UTA)* **Aug. 2019 – Present**

* Assist new students in understanding and developing basic computer science and programming skills, concepts, and tools.
* Provide customized tutoring to students individually and in groups in need of more personalized assistance.
* Support course professors with running classes of 300+ students, coordinating exercises, and grading course materials/exams.
* Proctor and review exams to ensure academic integrity and honesty.

**Spring Hill Community Ambulance Corps.** - *Emergency Medical Technician (EMT)* **May 2018 – July 2019**

* Assisted with basic medical assessments, including: taking vitals, mental health evaluations, and possible drug interactions.
* Ensured proper documentation of background, medical signs/symptoms, and care provided to guarantee maximum safety.
* Communicated calmly and efficiently with patients, family members, bystanders, and other emergency services personnel to properly assess situations, reduce panic, and ensure safe and effective protocol adherence.
* Managed and documented inventory; verified ambulances were always fully stocked with all required medical equipment.

**Millennium Payment Systems, LLC** - *Account Executive* **June 2018 -- July 2018**

* Opened new client accounts and followed up with clients to establish rapport and ensure service satisfaction.
* Organized account files physically and digitally for quick access and reference.
* Reviewed files and electronic logs routinely to ensure no detail or financial discrepancies.
* Provided customer and technical support remedying service questions and concerns.

**Rockland Community College** – *AutoCAD Tutor* **March 2017 -- June 2018**

* Tutored one-on-one with students to keep up with the Computer-Assisted-Design class material in the AutoCAD program
* Assisted students in designing, 3D modeling, and building their own tools using the program
* Assisted students in surveying building/structures and recreating them inside the program

**Government Office of Senator David Carlucci, New York Senate, 38th District** – *Intern* **May 2017 – July 2017**

* Served as a liaison between local office and political, financial, and private representatives.
* Assisted with coordination and planning of large community events, including their layouts, times, and executions.
* Referred concerned constituents to the appropriate resources, from specialized websites to applicable office personnel.
* Opened and organized constituent files by collecting relevant information to be forwarded to the most appropriate resources.

**Law Office of Seth Eisenberger Esq**. - *Legal Assistant* **June 2016 – Aug. 2016**

* Composed, revised, and filed legal documents
* Organized and electronically filed case loads
* Greeted and assisted new clients
* Entered data and organized information from contracts, letters, invoices, and applications

**Professor of Psychology, Dr. Joseph Pirone** - *Assistant* **June 2016 – Aug. 2016**

* Assisted in creating and organizing classroom agendas and examinations
* Assisted with thesis research through data collection, academic journals, and professional discourse
* Digitized and organized physical files
* Provided technical support with exam-building systems and Microsoft Office
* Organized and rearranged personal office space

**MSA High School** - *Math Tutor* **Sep. 2016 – Jan. 2017**

* Tutored one-on-one with students to bring them up to their mathematical age-grade level

**LEADERSHIP AND EXTRACURRICULARS**

**Tutor / Private Teacher 2016 - present**

* Conduct customized lessons for algebra students who need a more personalized environment than a standard classroom.
* Provided one-on-one support and tutoring to college students in AutoCAD.
* Administered supplementary lessons, tutoring, and crash courses to high school students struggling with mathematics.

**Rockland Community College Debate Team** - *President* **May 2017-- May 2018**

* Trained new debaters
* Hosted inter-collegiate debate tournaments
* Assisted with budget management
* Ranked 1st in several inter-collegiate debate tournaments

**Rockland Community College Student Government** - *Senator*  **May 2016 - May 2017**

* Assisted in allocating money to student groups
* Administered programs to improve student life
* Represented student body interests and needs to college administration
* Administrated programs to improve student life

**Political Science & Pre-Law Association May 2017 - Aug. 2017**

* Studied political and legal theory
* Practiced scenarios including court trials and navigating aggressive personalities

**Rockland Community College Oversight Committee** - *Board Member* **May 2016 – May 2017**

* Ensured legitimacy of Student Club fund usage and administration

**Rockland Community College** **Budget and Finance Committee** - *Board Member* **May 2016 -- May 2017**

* Managed college-wide budget related to Student Clubs

**Rockland Community College Campus Improvement Committee** – *Board Member* **May 2016 – May 2017**

* Assisted and managed programs relating to campus including: maps, directories, pamphlets, campus representation

**SKILLS**

* Proficient in: Intermediate -level C++ with a focus on Object Oriented Programming (OOP) | Beginner-level Python | Beginner-level AutoCAD | Microsoft Office | Google Workplace | ConnectWise
* Soft Skills: Project management | Verbal and written communication | Detail-oriented | Studious and motivated