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Upland, California

Sheenna Lee

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Education

Computer Science, B.S., Western Governors University   Expected Graduation: October 2023

Relevant Coursework: Scripting and Programming – Applications, Data Management – Applications, Advanced Data Management, Operating Systems for Programmers, Computer Architecture, Data Structures and Algorithms I & II, Dicrete Mathematics I & II, Software I & II (Java), Artificial Intelligence, Software Quality Assurance

Projects

CRM Application, Java, JavaFX, MySQL Server 8   January 2023
- Java application for appointment and customer management, uses JDBC to connect to external MySQL database for all relevant data, and uses JavaFX for a user-friendly GUI. Includes appointment and customer creation or modification, reminder notifications, input validation, login authentication, and simple report creation.

Inventory Management Application, Java, JavaFX   February 2021
- Java application that manages parts and products for an inventory management system, uses JavaFX for a user-friendly GUI. Ability to add custom parts and products with auto-generated IDs as well as selecting vendors.

Employment

Service Manager, CS2K Services, Upland, CA   October 2021 to Present
- Managed a team of technicians, overseeing workflow and quality assurance for 50-100 simultaneous IT support projects across Windows, Mac, and Linux platforms and network infrastructures.
- Served as primary customer liaison, discerning client objectives, translating them into actionable plans, and ensuring efficient project delivery.
- Facilitated major software systems update and full-scale administrative overhaul with process improvements and training in help desk software and project management tools, resulting in a 28% increase in technician efficiency and 94% customer satisfaction rate.

Certifications and Skills

Programming Languages: Java, Python, C++, SQL (MySQL, PostgreSQL)
Tools: Git, GitHub, VS Code, Visual Studio, Linux
Software Development Methodologies: Agile (Scrum, Kanban), Test-Driven Development (TDD), Continuous Integration & Continuous Deployment (CI/CD)
Certifications: CompTIA Project+ (March 2019), Axelos IT Information Library Foundations Certification (November 2020)
Languages: English (native), Korean (intermediate), Japanese (conversational)