

# Simone A. Lattimore

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## TECHNICAL SKILLS

**Languages:** Python, Java, JavaScript, C, C++, SQL, Bash

**Tools and Tech:** React, Flask, Node.js, Firebase, Git, Linux, Jira, Azure, AWS, ServiceNow, SolarWinds, Cisco CLI, MySQL

## WORK EXPERIENCE

### **Hive Financial Systems**

**Sep 2025 – Dec 2025**

Infrastructure Intern, Atlanta, GA

- Streamlined recurring operational reports with **Python** and **Bash**, reducing weekly preparation time by **30%**
- Diagnosed and resolved **25+** network and server incidents; captured root-cause summaries and improved follow-through using **Jira** tracking
- Executed **Azure** access updates and authored **6** standardized change logs, reducing repeat configuration issues and follow-up questions

### **Gypsum Management & Supply**

**May 2025 – Aug 2025**

IT Network Intern, Dunwoody, GA

- Restored connectivity across **40+** switches, routers, and access points using **Cisco CLI** in multi-site environments
- Refined troubleshooting documentation and asset notes, contributing to a **15%** reduction in recurring support tickets
- Triaged **100+** alerts/incidents in **ServiceNow** and **SolarWinds**; escalated high-priority issues within **10 minutes**

### **TTEC**

**Jan 2022 – May 2024**

Customer Service Representative, Duluth, GA

- Handled **20+** escalated cases per day and coordinated resolution workflows during peak call volumes
- Safeguarded sensitive customer data and compliance records, supporting audit readiness and quality assurance outcomes

### **Flaming Heart Ministries**

**Feb 2018 – Nov 2020**

UI Designer Intern, Tucker, GA

- Produced **50+** digital assets using **Figma**, **Canva**, **Photoshop**, and **Illustrator** for community campaigns
- Collaborated with **5+** stakeholders to refine layouts and maintain consistent branding across web and social platforms

## EDUCATION

Georgia State University, Atlanta, GA

**2021 – 2025**

**Bachelor of Science in Computer Science** | GPA: 3.50/4.00

Honors: Dean's List, President's List

Relevant Coursework: Software Engineering, Data Structures and Algorithms, Operating Systems, Data Science, Cybersecurity

## PROJECT WORK

- Hive Meeting Rooms Display (Dec 2025):** Built a lightweight web display that shows meeting-room availability at a glance for office TVs. Added kiosk-friendly layout and refresh behavior to reduce manual schedule checks. *JavaScript, HTML, CSS*
- MuseMindAI (Aug 2025):** Created an AI-assisted idea generation web app that turns free-form prompts into structured creative outputs (themes, suggestions, and next steps). Integrated the **OpenAI API** and built **10+** validated routes with input checks and error handling for reliable requests. *Python, Flask, React*
- Custom VLAN Configuration Generator (Aug 2025):** Built a CLI tool that converts user inputs into standardized network configurations (VLAN + DHCP templates) to reduce copy/paste mistakes and speed up setup. Added basic validation to catch invalid parameters before output. *Python, C/C++*
- Flight Delay Predictor (Apr 2025):** Developed an end-to-end ML workflow to forecast flight delays: cleaned data, engineered features, trained **3** model families, and compared performance using **2** feature selection methods with documented results. *Python, Pandas, scikit-learn, MySQL*

## LEADERSHIP AND ORGANIZATIONS

### **RISE Scholarship Program**

**Aug 2024 – Dec 2025**

Mentor

- Guided **32** students through resume reviews, mock interviews, and career planning using structured feedback sessions
- Facilitated **6** workshops on internship readiness, professional development, and networking strategies

### **UGA Human Behavior & UX Research Lab**

**Jan 2022 – Sep 2025**

Research Contributor

- Coordinated scheduling and logistics for a **depression-focused** behavioral study involving **60+** participants
- Cleaned and summarized insights from **500+** survey responses to support research reporting and discussion