**Amisha Agrawal**

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**Education\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

**University of Maryland, College Park** August 2018 – May 2022

Bachelor of science - Computer Science

Minor in Business Analytics

**Montgomery College, Rockville***- Complete* July 2016 - August 2016

**MC Cyber camp**: Learnt foundational concepts, knowledge, and processes in the general discipline of cyber security, information technology and information systems

**Montgomery College, Rockville***- Complete* June 2016 - July 2016

**Java Programming - An Introduction**: Topics include Java language essentials, Java Software Development Kit (J2SDK), and development of simple Web applications and stand-alone applications in Java

**Work Experience\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_­­­\_\_\_\_\_\_\_\_\_**

**University of Maryland (Division of IT) -** [*IT Support Technician*](https://financialaid.umd.edu/fws/jobs/2018_2019/527_cp18.3.html) August 2018 – Current

* Assisting callers by providing steps to fix the problems and explaining the solutions
* Creating tickets which stores user information and the problems faced
* Researching on Google and other search engines for possible solutions
* Understanding multiple database while creating, storing and editing data

**University of Maryland (Athletic Department) -** *Terp Host* August 2018 – Current

* Managing University events and responding to all incidents occurring in the position
* Handling guest complaints and concerns in a timely, professional manner

## Waldin Jewelers, Frederick *– Social Media and IT associate* June 2016 - July 2018

* Designed advertising campaigns, managed 2 social media accounts and provided IT help
* Managed POS system for 10,000+ customers and created computerized feedback loops for product improvement

**Leadership Work\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

**Retirement Home, Rockville***- Technology Tutor and Event Planner* May 2015 - March 2017

* Created teaching programs in computer literacy and event planning protocols while managing accounts

**Petco, Rockville**August 2016 - October 2017

* Cared for shelter dogs and conducted research to improve adoption protocols

**Minority Scholars Program, Wootton High School** August 2016 – May 2018

* Embedded experience in the public Indian school system to research factors contributing to higher student motivation in academic settings with lower resources and reduced technological access

**Awards\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

* Placed 1st place in a community college Java Programming competition reflecting weather forecast modules
* Awarded lead role in ethnic production for cultural education in young people

**Skills\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

* Programming Language - Java, C++,basic SQL
* Platforms - Oracle, Visual Studios, BlueJ, Microsoft Office
* Languages - Proficient in Spanish, Native in Hindi
* Adept in business marketing, data analysis, prediction platforms
* Capable in tutoring computer literacy
* Proficient in ceramic sculpting and the flute