

Cole Determan

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Objective

Detail-oriented Computer Science student with hands-on experience in software development, full-stack development, and API integration through internships, freelance work, and academic projects. Proven ability to design efficient support systems, optimize performance for client solutions, and deliver high-quality technical results with 100% customer satisfaction ratings. Skilled in troubleshooting, system design, and cross-team collaboration, with a strong foundation in Agile methodologies, containerized deployments, and modern development tools.

Experience

ManTech

Herndon, VA

Technical Support Intern

7/2025 - Present

- Provided IT support using ServiceNow, Okta Admin, and Asana, assisting 50+ users with account provisioning, access management, and troubleshooting hardware/software issues, achieving a 100% satisfaction rating.
- Created and maintained an AI-powered knowledge base using NotebookLM to streamline troubleshooting and reduce repetitive tasks.
- Explained technical troubleshooting steps in clear, non-technical language to ensure understanding by diverse user groups.
- Collaborated with cross-functional teams to enhance internal support processes, improving efficiency and reducing resolution times.

Noblis

Reston, VA

Advanced Technology Engineer Intern (Software Engineer Intern)

6/2024 - 8/2024

- Integrated REST APIs into AI/Machine Learning applications leveraging Redis, Kafka, and related technologies to improve system data flow and reliability, contributing to a 1000% increase in detections.
- Applied Agile methodologies, participating in daily stand-ups, sprint planning, and retrospective meetings to support backend development.
- Utilized Git for version control and Docker for containerized deployments, ensuring consistent and efficient application environments.
- Developed unit tests, participated in code reviews, and debugged application issues to maintain software quality.

Determan Tech Help

Falls Church, VA

Owner / Support Specialist

5/2023 - Present

- Founded and scaled a tech support business assisting 100+ clients with custom PC builds, device setup, and hardware/software troubleshooting, maintaining a 5-star rating from reviews.
- Developed a scheduling and review website hosted on a dedicated server using CloudFlare and Node.js.
- Designed client-specific technical solutions, optimizing performance and usability for diverse needs.
- Translated complex technical concepts into simple, accessible explanations to help clients make informed decisions.
- Designed and developed a client's website's front-end architecture and user interface, applying software design principles to ensure usability and responsiveness. Integrated Google Maps and Calendar APIs, doubling incoming service requests.
- Minimized cybersecurity risks and enhanced operational efficiency through strategic configuration of user devices and network environments.

Education

James Madison University

Bachelor of Science in Computer Science, Minor in Data Analytics, GPA: 3.55/4.0

Harrisonburg, VA

May 2026

- **Dean's List** – James Madison University, Fall 2022, Spring 2023, Fall 2024 and Spring 2025

Relevant Coursework: Algorithms & Data Structures, Software Engineering, Object-Oriented Programming, Computer Systems, Programming Languages, Application Development, Data Analysis & Visualization, Machine Learning

Virginia Tech University

Masters of Engineering in Computer Science & Applications (Accelerated Program)

Alexandria, VA

May 2027

Personal Projects

- **Personal Portfolio Website** - September 2025
 - Designed and developed a responsive portfolio website from scratch using modern web technologies, showcasing proficiency in HTML5, CSS3, and JavaScript.
 - Implemented advanced CSS and JavaScript features such as the Intersection Observer API for scroll-triggered effects and custom smooth scrolling with easing functions, demonstrating a solid understanding of frontend performance optimization.
 - Utilized CSS Grid and Flexbox for responsive layouts, ensuring optimal user experience across all devices.
 - Engineered dynamic functionality with vanilla JavaScript for features like mobile navigation and modal systems, showcasing practical experience in DOM manipulation and building interactive user interfaces.
- **NoXcuses Workout Tracker Web App** - July 2025 to Present
 - Developing a full-stack workout tracking web application using HTML, CSS, and JavaScript, hosted on a personal server.
 - Implemented a progressive overload feature that recommends weight increases based on historical user performance data.
 - Currently expanding the project into an iOS mobile app to enhance accessibility and user experience, demonstrating mobile development skills.
- **Superman Video Game** - June 2022 to Present
 - Designed and developed a 3D open-world Superman-themed game using Unreal Engine.
 - Learned and applied Blueprint scripting, Blender modeling, and physics simulations to create immersive gameplay.
 - Built core game mechanics including flight, combat interactions, and environmental physics.
 - Leveraged software development, debugging, and performance optimization techniques to enhance player experience.

Skills

- **Languages:** Java, Python, C, JavaScript, HTML, CSS, R, SQL, Swift
- **Frameworks & Tools:** Git, Docker, Jenkins, GitLab, PostgreSQL, Numpy, Firebase
- **Software Engineering:** Agile/Scrum, CI/CD (Jenkins), API integration, Software Design