

Theodore Drew

SOFTWARE ENGINEER



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PROFILE

As a Software Engineer with a Computer Science degree from Kent State University, my expertise is grounded in a solid foundation of software development, from full-stack projects to enhancing system functionalities and security. My background includes e-commerce development at Sunshine Golden Acres, full-stack projects at Kent State, and technical roles at Best Buy. I excel in improving software functionality, drawing on advanced certifications and a track record of successful client-focused solutions.

SKILLS

- C++
- HTML
- CSS
- Javascript
- React
- MySQL
- Java
- Spring-boot
- Maven
- Python

EDUCATION

KENT STATE UNIVERSITY

2019 - 2023

Bachelor's in Computer Science

Minor in Philosophy

EXPERIENCE

SOFTWARE ENGINEER

Sunshine Golden Acres

June 2023 - present

- Developed an e-commerce website selling homemade farm-market products
- Designed a modern user interface ensuring ease of use for customers
- Implemented a full software life cycle promising the client quality and longevity

ADVANCED REPAIR AGENT

Geek Squad

October 2022 - present

- Fortified my understanding of the software and hardware that unite to make computers function efficiently and as intended
- Acquired certification to use Apple's diagnostics software, Global Service Exchange (GSX), through the Apple Technical Learning Administration System (ATLAS)
- Exterminated varieties of malicious software from computers, and secured those devices to prevent subsequent attacks
- Praised by management for constant dedication and effective execution of tasks

EXPERIENCE

SOFTWARE DEVELOPER

Kent State University

March 2023 - August 2023

- Full-stack software development through Kent State University's Computer Science Department
- Developed and engineered software for Cleveland Metroparks, Akron Children's Hospital, and Kent State University

CONSULTATION AGENT

Best Buy

May 2022 - October 2022

- Created detailed analyses following the diagnosis of client devices, for repair agents
- Diagnosed devices based on client-reported issues, detecting unknown issues as well
- Provided trusted, expert service to all clientele, to promise quality customer service
- Sustained top performance metrics under a high-stress and fast-paced environment

SALES ADVISOR

Best Buy

October 2019 - May 2022

- Certified to work in all departments including mobile, computers, gaming, digital imaging, home theater, appliances, and customer service
- Activated postpaid and prepaid devices on Verizon, Sprint/T-Mobile, and AT&T
- Educated clients on their technology-related issues
- Developed personal top-down selling strategies, proven to be effective