
Timothy Harrold

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EDUCATION

University of Vermont, Computer Science(B.S.), Minor in Music Technology & Business, *2021-Present*
Rochester Institute of Technology, Computer Science(B.S.), Minor in Music & Technology, *2018-2020*
Completed courses in HTML, CSS, Bootstrap, JS, and Unity (via Codecademy, Udemy and Udacity)

SKILLS

- Languages: HTML, Java, Javascript, C, C++, Python, R, SQL
- Tools: CSS, Bootstrap, JQuery, D3, Git, Visual Studio, Vim, Zendesk, Active Directory
- Platforms: Windows, Linux, Unix
- Microsoft Office Suite/Google G-Suite
- Scrum Based Agile Development
- Creative Problem Solving
- Analysis and Troubleshooting
- Effective Communication and Teamwork

EXPERIENCE

Land Planning Inc, Grafton, MA

Land Surveyor / Technician (*August 2020 - December 2020*)

- Collected and analyzed field data for usage in certified engineering and land survey drawings
- Redesigned and maintained landplanninginc.com with relevant project and service information
- Created several scripts for file organization and formatted project data from various sources
- Drafted plot plans, site plans and as-built plans in AutoCAD

International Data Corporation, Framingham, MA

IT Help Desk Intern (*Summer 2019*)

- Diagnosed and resolved technical, application, and user issues for supported hardware and software
- Designed and built a permanent database for assets such as printers, laptops and peripherals
- Documented and resolved support tickets across North America using Zendesk ticketing system

Staples, Westborough, MA

Technology Sales Associate (*2017-2018*)

- Engaged in customer conversations and recommended appropriate hardware and software solutions
- Upsold services per Staples policy and as directed by store management
- Diagnosed and repaired hardware such as cracked screens, hard drives and memory

Ranger Tech Squad, Westborough High School, Westborough, MA

Tech Support Team Member (*2016-2018*), Summer Technology Assistant (*Summer 2017*)

- Diagnosed and resolved technical, application, and user issues
- Collaborated on designing and managing a Wikimedia-style knowledge base
- Co-Developed a web-based troubleshooting interface to sanitize IT help desk traffic

TECHNICAL PROJECTS

- Developed a web interface for visually analyzing a user's musical preferences
- Created multiple Discord bots for stock monitoring, image modification, and server traffic data
- Developed an interactive web-based data visualization of airplane advancement
- Developed a presentation of data-focused insights on a large set of raw data (ASA Datafest 2019)

INTERESTS and ACTIVITIES

- Philosophy
- Psychology
- Musical Instruments
- Music Technology
- Data Visualization
- Data Science