Tremaine Cousar

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EDUCATION

Guilford Technical Community College   Jan. 2022 – May. 2024
A.S. Computer Science   *Jamestown, NC*

- **Relevant Coursework**: Java Programming, Python Programming
- **Awards**: Dean's List, Benjamin A. Gilman Study Abroad Scholarship: **$3,000** for Cape Town, South Africa

SKILLS

Languages: Python, JavaScript, Java, HTML, CSS
Technologies: React.js, Next.js, Node.js, Tailwind.CSS, Bootstrap, Linux
Tools: Github, AWS
Soft: Problem-solving, Effective Communication, Team Collaboration, Attention to Detail

EXPERIENCE

Technical Support Analyst II   Aug. 2023 – Jul. 2024
HCTec   *Winston-Salem, NC*

- Applied knowledge base resources in **ServiceNow** to troubleshoot issues, reducing on-call time by **80%**.
- Fixed software and hardware issues, minimizing downtime and boosting **client productivity**.
- Trained and mentored **4 new hires** on call-handling procedures and technical workflows.

Technical Support Intern   Oct. 2022 – Jul. 2023
EnergyUnited   *Statesville, NC*

- Utilized **KACE** to document and manage support tickets, ensuring efficient resolution of equipment issues.
- Leveraged **Cisco Jabber** to enhance communication, resolving tech issues **30% faster** by collaborating with the team in real-time.
- Provided technical support to over **40 employees** on Cisco Hardware and systems.

IT Support Specialist (Work-Study)   Mar. 2022 – May. 2024
Guilford Technical Community College   *Jamestown, NC*

- Assisted students and faculty with troubleshooting computer hardware and software issues, resolving **90% of reported cases** within the same day.
- Maintained and updated lab computers, ensuring **optimal performance and minimal downtime** for over 100 workstations.
- Collaborated with the IT department to **streamline device deployment processes**, improving efficiency by **20%**.

TECHNICAL PROJECTS

Portfolio Website | *Personal project*   Oct.2023 – Nov. 2023
Link: https://tremainecousar.com

- Developed a dynamic and visually engaging portfolio website with **React.js**.
- Embedded a grid layout to display various technologies with interactive hover effects, utilizing **Tailwind CSS** for styling and **Next.js** for server-side rendering.
- Resulted in a polished **user interface** that effectively showcases **technical skills** and **experience** with various technologies, enhancing user engagement.

Personal Website | *Personal project*   Oct. 2022
Link: https://trecousar.netlify.app/

- Designed a Basic Website portfolio using **HTML, CSS, and JavaScript** to perform basic functionalities with a user-friendly interface.
- Used **JavaScript** to manage calculations and update the display dynamically, while **CSS** ensured a clean and intuitive **user experience** with hover and active states for buttons.