

Maho Yamada

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EDUCATION

University of Maryland

BS in Information Science, Data Science (3.95)

- Awards: Distinguished Dean's Honors List, and Dean's Honors List

College Park, MD

Graduation Date: May 2022

WORK EXPERIENCES

Division of Information Technology, University of Maryland

Information Technology Student Lead Technician(Supervisor)

College Park, MD

Jan 2021 - Present

- Troubleshoot and diagnose wide range of technical issues over the phone or live chat with excellent communication skill, accurate explanation, and great customer service: earned 10+ positive feedbacks.
- Determine whether problems are caused by hardware, software or other factor, and resolves the problems immediately with the customer.
- Compile and enter the data from each incident in a ticketing system to track and route problems as well as document solutions for further uses.
- Schedule and manage biweekly meeting with a group of the student IT technicians.

College of Information Studies (UMD iSchool), University of Maryland

Teaching Assistant

College Park, MD

Jan 2020 - Dec 2020

- An undergraduate teaching assistant(TA) for INST126: Introduction to Python, and INST326: Object-Oriented Programming in Python, INST377: Dynamic Web Development.
- Held office hours to assist students outside of class as well as biweekly meetings with instructional team.
- During the end of the semester student feedback survey, I scored at the following percentiles among all students responses: 100th for TA's attitude and professionalism, 97th for TA's helpfulness and preparedness, 95th for communication and teaching effectiveness

PROJECTS

Flappy Bird Game

Team Project Manager

College Park, MD

2021 Oct - Present

- Organized multiple team projects as a team project manager. one on-going project that I work as a team project manager is developing an aesthetic-designed flappy bird game with dynamic leader-board and scoring system.
- Coordinate with the pair programmer, and schedule team meetings often with him to create a productive process, and make sure we both know the milestones, goals, and tasks.
- Made few divisions to change the direction of project to solve the issues that the team was facing.

Portfolio Website

URL: <https://ymd99mh.github.io/portfolio/public/portfolio/index.html>

College Park, MD

2021 Nov - Present

- Developed a portfolio website with user-centered design strategies and aesthetic design. All visual components are originally created: photos are taken and photoshopped by me, and digital images are also designed by me with Adobe Illustrator.
- Accomplished each tasks by maintaining work schedule with excellent time management.

My Programming Journey

College Park, MD

2021 Aug - Present

- Document the detail about my growth as a programmer everyday.
- Reflect a day with topics related to designing/programming such as problem solving processes, project outcomes, ideas, and my real-time thoughts.
- By writing this journey, I developed better commitment and consistency as well as improving writing skill.

SKILLS & INTERESTS

Skills:

Proficient: Python, HTML, CSS, Git/Github, Adobe Illustrator

Familiar: JavaScript, SQL, React, Bootstrap, Adobe InDesign, Adobe PhotoShop, Adobe Acrobat, AWS, Heroku

Interests: UX/UI design, Marketing, Data Analysis, Workout, Photography