

Maho Yamada

College Park, MD | Github | (786)782-8327 | ymd99mh@gmail.com

EDUCATION

University of Maryland

BS in Information Science, Data Science specialization

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

College Park, MD

Graduation Date: May 2022

Olympic College

Associates in Business

- Awards: Deans' Scholars

Bremerton, WA

Graduation Date: June 2019

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.
- 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

- Develop an aesthetic-designed flappy bird game with dynamic leader-board and scoring system.
- Collaborate with team members in a pair programming, and lead team meetings to engage the team and higher productivity.

Portfolio Website

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

College Park, MD

2021 Nov - Present

- Developed a portfolio website to showcase my web development and design skills.
- Created and designed all the visual components on the website using Adobe Illustrator and Adobe Photoshop.
- Accomplished each tasks by maintaining work schedule with excellent time management.

COURSES

Object-Oriented Programming in Python - INST326

Database Design and Modeling - INST327

User-Centered Design - INST362

Dynamic Web Applications - INST377

Data Sources and Manipulation - INST447

Business Calculus - MATH220

Principles of Accounting II - BMGT221

Business Statistics - BMGT230

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, Photography