

Cassie Computer

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(262) 243-5700

SUMMARY

- Proficient in multiple programming languages
- Strong knowledge of recognizing and analyzing information problems
- Fluent in English and Spanish
- *Additional Qualification*

EDUCATION

Concordia University Wisconsin – Mequon, WI

Bachelor of Science in Computer Science – *May 2019*

Minor: Business

GPA: 3.56/4.0

TECHNICAL SKILLS

Systems/Applications: Windows XP, Windows 10, Novell Netware, UNIX Solaris, HP-UX, Adobe Photo Shop, Lotus Notes, Microsoft Office, RSA Security, Linux

Hardware: Repairs and maintains workstation configurations including desktops, laptops, printers, routers, and modems, Dell PowerEdge servers, wireless access points, IBM-PC compatibles AT/ATX

Programming Languages: Java, Python, C++, C#, SQL, JavaScript, MATLAB, PHP

RELEVANT EXPERIENCE

XYZ Company – Milwaukee, WI

IT Programming Intern – *August 2017-Present*

- Assist internal customers with technical support including hardware, software, and remote connection issues
- Offer first-level help desk support to clients via phone, email, and online chat
- Ensure timely and accurate execution of monthly reporting activities, including metrics and dashboards

Computer Company – Mequon, WI

Customer Service Representative – *April 2016-Present*

- Fulfilled week long and ongoing trainings on product offerings and customer service best practices
- Assist an average of twenty-two customers per shift, in-person and on the phone, with software installation and other general computer problems
- Coordinate schedule with five other Customer Service Representatives to ensure each shift is covered appropriately

RELEVANT COURSEWORK

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| • Foundations of Computer Science | • Database Systems |
| • Computer Science: Theory and Practice I & II | • Discrete Mathematics |
| • Computer Operating Systems | • Elementary Logic |

ACTIVITIES AND INVOLVEMENT

Concordia University Wisconsin Spanish Club – Mequon, WI

Member – *September 2016-Present*

Feed My Starving Children – Mequon, WI

Volunteer – *August 2017-Present*