

## Education

Trinity University, San Antonio, Texas

Bachelor of Science in Computer Science with a double major in Spanish (Graduated May 2005)

Overall GPA: 3.2

## Skills

Operating Systems: Windows 7, Vista, XP, 2000, 98, 95, Windows Server 2000, 2003, 2008, Linux, UNIX, OS 9, OS X, OS X Server  
Software: Microsoft Office Suite (versions 2000 through 2010), Entourage, Borland C++ compiler, Microsoft Visual Studio (2003, 2005, 2008, 2010, 2012), Dr. Scheme, Dreamweaver, Microsoft FrontPage, School Center, FoxPro, MySQL, Adobe Photoshop, Paintshop Pro, Macromedia Fireworks, Active Directory, HEAT, Adobe Acrobat, Apple Remote Desktop, Retrospect, Blackboard, Perforce, Team Foundation Server  
Hardware: PCs, Macs, VOIP, Network switches/hubs/routers, Networked printers, scanners, copiers, and fax machines, Wireless access points, PDAs, tablets, smart phones  
Computer Languages: C# and .NET, C++, C++/CLI, HTML, Scheme, OpenGL, ASP, PHP, SQL, AppleScript, XML, UML, JavaScript, CSS

## Experience

- IT Programmer/Analyst II*      **Crutchfield Corporation**, Charlottesville, Virginia      May 2012 – Present
- Develop front-end and back-end website and maintain databases, stored procedures, and data access
  - Improved site conversion via strategic and systematic modifications and testing of website proactive chat
  - Conversion improvement using AB testing of functionality and design adjustments of various aspects of the website
- Software Engineer II*      **Video Gaming Technologies, Inc.**, Ruckersville, Virginia      December 2011-May 2012
- Developed, tested, and documented user, hardware, and communication interfaces for a new gaming platform by means of agile development and Scrum
- Software Engineer I*      **Video Gaming Technologies, Inc.**, Ruckersville, Virginia      September 2008-December 2011
- Implemented software for industry-standard protocols providing communication between clients (slot machines), servers, and backend accounting systems
- Technology Support Specialist*      **Office of Technology, Albemarle County Schools**, Charlottesville, Virginia      March 2006-September 2008
- Supported all software and hardware at Albemarle High School, Jouett Middle School, and several administrative offices and elementary schools as well as maintained network stability and connectivity throughout each individual site
  - Developed inventory systems and implemented training programs and strategies for the education of teachers and administrators in the use of new hardware, software, and county systems and practices
  - Troubleshoot hardware and software related problems on Macs, PCs, and all networked devices and configured, setup, and installed new systems
- Office/Help Desk Associate*      **Office of Technology, Albemarle County Schools**, Charlottesville, Virginia      September 2005-March 2005
- Ran Help Desk, directed all calls, entered all work requests, and completed monthly department payroll and mileage reimbursement
  - Tested hardware and software, researched solutions to technical problems, and provided technical training to county staff
  - Assisted callers with technical issues and acted as liaison between department staff and customers
- Academic Computing Consultant*      **ITS Helpdesk, Trinity University**, San Antonio, Texas      August 2004-May 2005
- Assisted walk-in students with computer problems on laptops and answered all computer and network related questions
  - Managed the help desk phone and created work orders for complicated computer problems needing special attention
  - Maintained university computer labs and desk in library to assist students, faculty, and staff with questions and computer problems
- Technical Writing Intern*      **American Funds**, San Antonio, Texas      June 2004-May 2005
- Created, updated, validated, and corrected articles and briefings on internal website
  - Proofread and edited articles to be published on internal website while attending to some secretarial work
- Teacher's Assistant*      **Computer Science Department, Trinity University**, San Antonio, Texas      August 2003-May 2005
- Kept weekly office hours, attended all classes, and assisted professors in grading and teaching techniques
  - Presented curriculum to students in both classroom and virtual settings
  - Taught all Microsoft programs and other applications to students and provided hardware demonstrations
  - Kept online blog to provide students with helpful hints and tips
- Trinity Alcohol Coalition Communications Intern*      **Trinity University**, San Antonio, Texas      August 2004-January 2005
- Created website for Trinity University Alcohol Coalition ([http://www.trinity.edu/departments/student\\_affairs/alcohol/index.htm](http://www.trinity.edu/departments/student_affairs/alcohol/index.htm))
  - Researched content and designed an online alcohol education campaign in accordance with the Dean of Students and Trinity Alcohol Coalition's requirements (reported directly to the Dean of Students)

## Activities and Awards

Certified Scrum Master (2011-2013)

Apple OS X Leopard Desktop and Portable Certified (2006-2009)

Member of National Society of Collegiate Scholars, honor society

Dean's List, fall 2001

Volunteer Mentor for Computers 4 Kids

Member of Alpha Lambda Delta, first year honor society

Nominated for Who's Who in American Colleges and Universities, fall 2004

First Year Mentor fall 2002

## References available upon request