Carl Computer

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EDUCATION

University of Wisconsin Oshkosh   Oshkosh, WI
Bachelor of Science   Expected Graduation: May 2023
Major: Computer Science   Major GPA: 3.5/4.0
Emphasis: Software Engineering

COMPUTER SKILLS AND APPLICATION

- Developed webpage to communicate student volunteer opportunities using ASP.NET, HTML and PHP
- Created program in Java and Visual Basic to track organizational spending
- Designed several databases in the Oracle 11g, MySQL and Apache Derby languages
- Implemented a Linux-based distributed file system in C+ tested on 500 concurrent users
- Invented app using C+ that calculated student grade point averages

WORK EXPERIENCE

University of Wisconsin Oshkosh Academic Computing Services   Oshkosh, WI
Help Desk Student Employee   September 2020 – Present

- Thrive in a fast-paced environment by handling all student, faculty and staff password reset requests for email and Titan Web
- Prioritize incoming requests and troubleshoot an average of 35 daily client issues via phone and in person
- Document detailed information from clients and accurately assign work tickets to proper technicians
- Check and respond to emails and voice messages in a timely manner
- Gain trust by supervisor to complete opening and closing procedures for the Help Desk
- Maintain and use confidential files closely following university security protocol

University of Wisconsin Oshkosh   Oshkosh, WI
Computer Science Tutor   October 2021 – Present

- Assess level of student knowledge and identify opportunities to improve academic performance
- Conduct individual and group instruction for college students in basic computer science courses
- Teach up to 20 students per semester intermediate computer science principles
- Mentor and encourage students to use problem-solving skills during individual tutoring sessions

INVOLVEMENT

University of Wisconsin Oshkosh   Oshkosh, WI
Treasurer of Oshkosh Gaming Society   February 2022 – Present

- Report status of finances to executive board for $1,500 annual budget
- Research and recommend game selections for following year purchases
- Complete forms relating to game purchases, following university money allocation standards