

SAMPLE RESUME

CLAUDIA COMPSCI

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EDUCATION

La Salle University, Philadelphia, PA

Bachelor of Arts

Expected May 20XX

Major: **Computer Science and Information Technology**; Minor: Mathematics

- GPA: **3.44** (Overall)

RELEVANT EXPERIENCE

Campbell Soup Company, Camden, NJ

IT Intern – End User Support Specialist

May 20XX – Present

- Provide information to customers on how to get the most from their technology and solve their issues
- Log and monitor customer questions, issues, and problems through resolution using incident management tool

La Salle University, Philadelphia, PA

Student IT Technician

October 20XX-May 20XX

- Created support service tickets, utilizing Team Dynamic Ticketing System to track the process.
- Completed 100+ tickets and chats that covered a variety of issues such as system crashers, network slowdowns and connectivity problems, leading to a 100% customer satisfaction rating score.

Genius Armoury Introduction to Cybersecurity, Philadelphia, PA

Virtual Experience Program

July 20XX

- Identified types of malwares, threat actors, and methods threat actors use
- Participated in a digital forensics investigation to gather information that has been attempted to be hidden within a computer
- Programmed in Python and utilized Kali Linux to complete assigned tasks

PROJECTS

Software Engineering Capstone Design Project

August 20XX- May 20XX

- Collaborated with a three-person team to create an android base mobile application for consumers in accordance with set guidelines and requirements using Visio, Android Studio and Microsoft
- Generated various diagrams using Visio functions to build elaborative diagrams such as use case diagram, UML diagram, and context diagram

AI Pawn Game Coding Project

January 20XX- May 20XX

- Designed and coded an AI in Java to play a variation of chess with only pawns
- Constructed heuristics for the AI to follow as it played in a tournament against the other students.

LEADERSHIP & ACTIVITIES

La Salle University Honors Program, *Mentor*

August 20XX- Present

La Salle Computer Science Cub, *Member*

Fall 20XX – Present

SKILLS

Coding Languages: Java, Python, C, JavaScript, HTML, Bash

Operating Systems: Windows 7, Windows 10, Linux, MacOS

Databases: SQL, SQLite