

Al Gor Ithm

Green Bay, WI 54301

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SUMMARY OF QUALIFICATIONS

- Experience developing technical documentation to support the use of software application
- Effectively plans and conducts computer training sessions using appropriate training materials, assessment tools, technologies, and delivery methods
- Communicates effectively and works collaboratively within a software development team
- Incorporates best practices of the Agile software development methodology
- Performs entry-level systems analysis and design work to solve business problems
- Participate in the System Development Life Cycle tasks of an information system from an initial request through implementation using both traditional and object-oriented methodologies

EDUCATION

Northeast Wisconsin Technical College, Green Bay, WI

Software Developer, Associate Degree

May 2024

- Relevant Coursework: Website Coding, Scripting-JavaScript, Systems Analysis/Design, SQL-Advanced, Mobile Apps Development, IT-Training, Scripting-ASP.Net

EXPERIENCE

Software Developer Intern

February 2023 – Present

Core Computer Solutions, Green Bay, WI

- Knowledge in behavioral synthesis and optimization
- Familiarity with compiler technology
- Debugs, understands, and improves code
- Continues hands-on experience with relevant EDA tools
- Documents experience with Model Based Design and MATLAB, Simulink, and Stateflow

Customer Service Representative

March 2022 – January 2023

Reinhart Food Service, Green Bay, WI

- Communicated and worked directly with existing and new customers who have order status questions or those inquiring about product availability
- Translated tech-speak, billing and eCommerce jargon in a friendly, easy to understand manner
- Leveraged multiple sources of information to stay current on product features, technology changes, and events that impact the customers
- Handled confidential customer information by following protocol

Shift Leader

January 2021 – March 2022

McDonald's, Hobart, WI

- Supervised a crew of 6 people by creating daily responsibility charts and scheduling
- Handled customer complaints and comments with ease
- Configured end of night paperwork
- Balanced cash registers and made daily bank deposits

COMMUNITY INVOLVEMENT

- **Volunteer**, *Red Cross*, Green Bay, WI

October 2022 - Present