

# Claudia CompSci

Philadelphia, PA  
123-345-6789

student@lasalle.edu  
linkedin.com/in/studentname

## EDUCATION

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La Salle University, Philadelphia, PA

### Bachelor of Arts

Expected May 20XX

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

- GPA: **3.44** (Overall)
- Awards: Founder's Scholarship, Honor's Program, Dean's List Fall 20XX – Spring 20XX

## TECHINICAL SKILLS

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

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

**Databases:** SQL, SQLite

## RELEVANT EXPERIENCE

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**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 current incident management tool
- Execute and support projects that relate to Campbell global desktop of 8000 PCs

**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.
- Attended to customers seeking technical or general assistance over the phone or email.
- 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 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

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**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
- Led the development of UI, user diagram, and software analysis functions
- 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

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**La Salle University Honors Program**, *Mentor*

August 20XX- Present

- Mentor 2 first-year honors students yearly, reaching out monthly about their studies and wellbeing

**La Salle Computer Science Cub**, *Member*

Fall 20XX – Present