

EXPERIENCE

- 2021-02 – Present **R.H. Tamlyn & Sons, Inc**
IT Associate
- Troubleshoot and resolve software and hardware issues in a timely manner.
 - Full Stack Developer using HTML/CSS, Javascript, PHP, Bootstrap, and MySQL.
 - Utilized Microsoft SQL Server and VBScript to manipulate database, backup, and create SAP Crystal reports.
 - Maintenance of network and NAS systems.
- 2020-06 – 2021-01 **CSAT Solutions**
Dell Whole Unit Repair Technician
- Troubleshoot and repair hardware issues for Dell laptops.
 - Repaired minimum of 5 laptops that passed QC per day.
 - Managed tickets through FileMaker, ETS, Citrix, and RealTime.
- 2013-03 – 2020-05 **Fung's Kitchen**
Receptionist
- Managed batch records, inventory, and customer transactions.
 - Ability to work in a fast environment.

PROJECTS

- 2018-08 - 2019-05 **University of Houston**
Restaurant Database System (Database Project)
- Designed and created the framework for SQL database using Java and SQL.
 - Analyzed data to generate data flow diagrams and data relationships.
 - Created tailored software via the System Development Life Cycle methodology.
- Alliance Laboratories Database Application (Capstone Project)*
- Collaborated in a team to create a software database system using Ruby on Rails.
 - Created user manual for database application and document use cases.
 - Debugged and tested the database's function, trigger, and procedures.

EDUCATION

- 2017-08 – 2020-05 **University of Houston** GPA: 3.4
Bachelor of Science, Computer Information Systems
- 2015-08 – 2017-05 **Houston Community College** GPA: 3.3
Associates of Arts, Computer Science

SKILLS

- **Website Development:** HTML/CSS, PHP, MySQL, JavaScript, Bootstrap, Adobe Photoshop
- **Software/Database:** C++, Java, Microsoft SQL Server, Microsoft Office, Ruby on Rails, Windows, SAP Crystal Reports, VBScript