

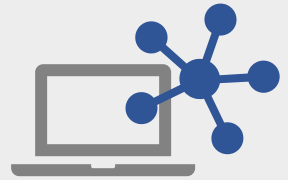
Grace E. Deehl

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Objective

Computer Science graduate with strong mathematical and analytical skills seeking software-engineering experience.

Education

Computer Science, B.S.
Florida International University
Fall 2018

Senior Project

Virtual Roll Call Briefing
Award Winning Application
Pinecrest Police Department

Technical

Languages

- C, C++, Java, Python
- CSS, HTML, JavaScript
- PHP, SQL

Frameworks

- Node.js
- phpMyAdmin
- Flask, React
- AngularJS, Bootstrap
- Ruby on Rails

IT Administration

- RSAT, SCCM, JAMF

Coursework

Software Engineering
Programming I, II, III
Data Structures
Database Management
Calculus I, II, III
Algorithms
Graph Theory
Numerical Analysis
Differential Equations

Strengths

Full-Stack Developer
Project Management
Mathematical Analysis
UX/UI Design

Experience

Florida International University, Miami, FL

Division of Information Technology

IT Field Analyst

August 2018 - Current

- Duties listed as 'IT Field Technician'
- Generate SQL-based queries to report on metrics pertaining to the University's workstations in order to optimize administrative technological decision-making.
- Provide technical consultation by providing guidance and quotes for appropriate hardware and software to end users based on budget and performance needs.
- Present at College orientations to provide students and staff with pertinent IT-related information.

IT Field Technician

June 2016 – August 2018

- Communicate with University members through IT Support Center and Service Now's AskIT portal – assigning and completing incident and request ticket reporting.
- Perform technical troubleshooting, in-person and remotely, to diagnose and repair problems as well as hardware and software installations.

Florida International University, Miami, FL

June 2015 – June 2016

College of Law

IT Office Assistant

- Manage IT-related technical requests by assigning technicians to perform requested services and maintain continuity between technicians and requestors by documenting and communicating actions, clarifications, purchases, and follow-ups of the services performed through the Remedy IT Service Management ticketing system.
- Maintain the property database of the College of Law's technology.
- Perform miscellaneous IT-related troubleshooting and services.

Florida International University, Miami, FL

August 2014 – May 2015

College of Business - Management and International Business

Student Assistant

- Graphic designer for the department's promotional material, including graphic online advertisements.
- Manage the Blackboard online interactive learning environment including course work, assignments, and assessments for the courses of six professors amounting to over 500 students each semester.