

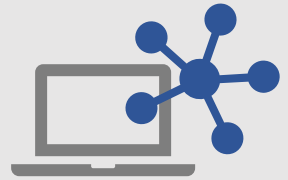
Grace E. Deehl

📍 Miami, FL

☎ 786.405.3559

✉ grace.deehl@gmail.com

👤 linkedin.com/in/gracedeehl



Objective

Computer Science student interested in joining a communicative, eager, and engaged group to gain further Software Development experience and produce an impressive, worthwhile Senior Project with.

Education

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

Technical

Languages

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

Frameworks

- Node.js
- Django
- Flask
- 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
Responsible Leadership
Tutoring and Mentoring
Project Management
Documentation
Problem Solving
Mathematical Analysis
UX/UI Design

Experience

Florida International University, Miami, FL June 2016 - Present

Division of Information Technology

IT Field Technician

- 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.
- 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.
- Service over 10,000 University members.

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 Aug 2014 – May 2015

College of Business - Management and International Business

Student Assistant

- Graphic designer for the department's promotional material, including graphic online advertisements.
- Clerical front desk aid to the department's faculty and staff.
- Manage the Blackboard online interactive learning environment including course work, assignments, and assessments.
- Assigned to the courses of six professors amounting to over 500 students each semester.
- Assist students with enrolling in full departmental courses during add/drop week by providing granted overrides.