Theresa Brown

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Efficient Computer Science major (3.87 GPA) Minor in Business (4.0 GPA) currently attending Rockford University, with 6+ years of work experience. Aiming to leverage my knowledge of customer satisfaction skills to successfully fill the Computer Science related Internship role at your company. Frequently praised as hard-working by my peers, I can be relied upon to help your company achieve its goals.

EDUCATION

ROCKFORD UNIVERSITY

Rockford, IL

B.S. Computer Science Concentration in Management Information Systems with a Minor in Business (Expected graduation Dec 2021)

- **GPA:** 3.89
- **Relevant Coursework:** Object Oriented Programming C++, Python, SQL, Java, Microsoft Platform
- **Awards & Honors:** Distinguished Scholar 2018-2021
- **Extracurricular Activities:** City First Church Productions Team

PROFESSIONAL EXPERIENCE

OSF HealthCare, Rockford, IL

Information Technology Intern | March 2021 - Present

- Processing tickets involving, hardware, troubleshooting etc.
- Checking computer hardware (Laptops, mice, keyboards, cell phones etc.) to ensure functionality.
- Installing and configuring appropriate software and functions according to specifications.
- Kept a positive guest-oriented environment by helping management/supervisors by doing tasks in a timely and efficient way.

GREENFIRE RESTAURANT, Rockford, IL

Food Server | Apr 2015 - Present

- Kept a positive guest-oriented environment by helping customers and taking orders in a timely and efficient way.
- Managed parties of up to 50 people with simultaneous pressure of regular dining service.
- Implemented more efficient ways for organization to increase customer satisfaction.
- Developed time management skills while balancing classes and work.
- Train and oversee new employees.
- Knowledgeable in OSHA, Health and Safety Regulations.

ADDITIONAL SKILLS

- Adaptability
- Time Management
- Great Attention-to-Detail
- Strong grammatical and proofreading skills