

DAHLIA MATHERS

Web Developer

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📍 Milwaukee, WI

🌐 [LinkedIn](#)

🐙 [Github](#)

CAREER OBJECTIVE

Creative, hard-working computer science student anticipating graduation in December 2021. Seeking an internship to apply and grow my experience with natural language processing and building web apps for non-technical users to further the mission of Coursera in democratizing education across the world.

WORK EXPERIENCE

Technician

Marquette University Help Desk

📅 January 2018 - current 📍 Milwaukee, WI

- Worked 15 hours a week in computer science department's computer labs to troubleshoot issues that students had with network connectivity, printers, and related technology
- Streamlined work flow by implementing a ticketing system and grouping similar issues together to reduce time to complete inbound requests by 3 days
- Trained 6 junior techs, and managed scheduling and hours for student technicians to best support IT department
- Updated software on computers, changed toner and ink in printers, and performed maintenance and troubleshooting on copy machines to save \$12K+ in repair costs
- Answered phones, email, and chat to assist students and staff with immediate, lower-tier problems

Research Assistant

Marquette Computer Science Institute

📅 April 2015 - January 2018 📍 Milwaukee, WI

- Built a scraper in Python to structure data on thousands of publications, and used Natural Language Toolkit library in Python to allow for a more robust search of abstracts for research publications
- Participated in the development of an interactive web app for streamlining the process of literature review for researchers
- Performed bug fixes to reduce glitches by 11%
- Executed tests and rollouts under researchers' supervision
- Reported notes, documentation, and insights to 7 researchers

EDUCATION

B.S.

Computer Science

Marquette University

📅 January 2018 - December 2021 (expected)

📍 Milwaukee, WI

🎓 GPA: 3.91

RELEVANT COURSES

Data Structures

Algorithm Design

Database Management Systems

Computer Vision

Software Design Methodology

SKILLS

JavaScript (Angular)

HTML/ CSS

Python (Django)

SQL (PostgreSQL, Oracle)

REST APIs (GraphQL)

Git