**ANDREA M. GONZALES**

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**SUMMARY**

* Quick-learning Computer Science major with strong academic background in IT combined with exceptional experience as a help-desk analyst and sales associate
* Consistently recognized for technical troubleshooting skills used to rapidly and cost-effectively resolve challenging technical issues
* proficient in a range of computer systems, languages, tools and testing methodologies

**EDUCATION**

Western Connecticut State University, Danbury, CT Anticipated graduation: May 2021

***Bachelor of Science Degree in Computer Science***; Minor in English

GPA: 3.5/4.0

**TECHNICAL SKILLS**

Languages: Python 2.7.3; Java 7; C++; HTML

Tools and Software: Dreamweaver; UltraEdit; Rational Rose; Photoshop; Microsoft

Operating Systems: Linux; Mac Office Suite; Windows XP: versions 7, 8 and 10

**RELEVANT INFORMATION TECHNOLOGY PROJECTS**

**System Administration and Maintenance**

* Searched and manipulated files in Linux with the cp, mv, find, touch and grep commands
* Consolidated and edited documentation for group E-Commerce website project

**General Computer Science**

* Developed Python programs: ATM, student information record system, tic-tac-toe
* Wrote and debugged object-oriented Java programs to calculate speeding tickets, employee salary and loan rates

**PROFESSIONAL EXPERIENCE**

WCSU Information Technology and Innovation, Danbury, CT February 2017 – Present

*Help Desk Technician (Internship)*

* Provided networking/desktop support and performed mainframe and account-maintenance tasks; earned commendations for teamwork, flexibility and work excellence in providing IT support to students and faculty
* Handled 30+ technical/mission-critical calls daily; consistently met high service standards

Best Buy, Danbury CT June 2017 – August 2019

*Sales Associate*

* Leveraged strengths in persuasive communications and consultative sales to become a top sales performer (including top 10 rankings out of a 100-member regional sales force)
* Mastered new technologies and products introduced to the store; equally successful in both team and self-directed settings

**PROFESSIONAL ASSOCIATIONS AND ORGANIZATIONS**

WCSU Information Systems Society: as Vice President, coordinated four career events for members