

Nicole Hawkins

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Profile

BS CS graduate offering excellent technical and design skills seeks web or software development position in the health care space. Previous experience with HIPAA and other health care regulations and applying technical solutions within those environments.

Key Skills

- HTML, Java and C++ programming
- Visual Studio .Net
- Data and information security
- Software design and development
- App design and development

Education

Bachelor of Science in Computer Science

University of Georgia, Athens, GA, June 2013 – May 2017

- Coursework included data structures, software engineering, computer ethics, and application and system design group electives.
- Completed all major coursework with a B grade or better and maintained a 3.8 GPA overall.

Professional Experience

IT Help Desk Admin, Doc Stock Inc., Athens, GA

September 2017-Present

- Manage evening help desk phone and chat lines as well as ticket systems
- Implemented a tracking and assignment system for on-call techs that reduced response times by 20%
- Work to resolve access and other basic issues for users over the phone or via chat to save IT tech labor costs