

Gabrielle Walden-Alves

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EDUCATION **B.S., Information Technology**, May 2014
Florida State University (FSU), Tallahassee, FL

RELEVANT TRAINING **Information Organization, Design, and Implementation**

- Design and implement logical and physical databases.
- Develop SQL techniques in client/server environments.
- Help to plan and oversee software projects.
- Manage the development of a user-friendly website.
- Prepare and present numerous technical reports using various Microsoft programs.
- Develop custom graphics utilizing editing software.

SKILLS

<u>Technical</u>	<u>Design & Coding</u>	<u>Social Media</u>		
• DeepFreeze	• CSS	• HTML/HTML5	• Facebook	• Instagram
• SQL	• Illustrator	• Photoshop	• Klout	• Kred
Systems: • Mac OS	• Java	• jQuery	• Pinterest	• WordPress
• WIN 7 • WIN XP	• Mobile App	• PHP	• TweetDeck	• Twitter

Soft Skills • Research • Team Collaboration • Data Collection, Organization & Visualization

Language • *Intermediate in Chinese* • *Basic in Spanish*

EMPLOYMENT **Intern**, Clerks of Courts Operation Corporation, May 2013 – Present

- Implement design and debug code for newly created asset management site.
- Debug code for proper Macro use.
- Preserve organization and catalogue office supplies within the asset management site
- Sustain mail listings to correspond with current contact information.
- Utilize diagnostic tools to assess and troubleshoot hardware and software performance

Technical Analyst, College of Communication & Information, FSU, Apr 2013 – Present

- Install and configure computer hardware & software on both MAC and WIN
- Provide remote and on-site end-user support on a broad scope of hardware/software problems and printing/network connectivity issues
- Create a database using MS Access to record university purchased software licenses to make data entry of such purchases easy for non-technical person
- Help implement a remote lab environment(WIN 8 with the appearance of WIN7) to be pushed to several of the college computer labs, as well be used for off campus use
- Developed procedural documentation, visual and textual, for clients to demonstrate appropriate use of new systems

Certified Barista, Customer Service, Starbucks, Tallahassee, FL, Nov 2011 – Present

- Provide excellent customer service
- Maintain quality store operations

Salad Chef, Salad Creations, Tallahassee, FL, Jan 2011 – Nov 2011

Administrative Assistant, The Radiant Group, Tampa, FL, Jun 2008 – Dec 2009

- Used Microsoft Office to manage inventory both imported and exported.
- Maintained file folders containing confidential personnel information.
- Prepared documents delivered to consignees and dealers.

HONORS & ACTIVITIES

Dean's List: 5 Semesters
1st prize winner of 2011 The Next Big Thing Event
Women in IT and ICT Sharing Experiences July 2012 - Present
SoUnique Mentoring Sep 2012 – Present
Sigma Alpha Lambda Honor Society Nov 2012 – Present