Luke Shafer

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Gahanna, Ohio

Summary

Thoughtful and creative computer science professional with over 4 years professional experience including software development, IT support, and coding instruction. A growth-oriented critical thinker with the ability to adapt and learn new systems and skills quickly.

Experience

Online Coding Instructor

CodeWizardsHQ • Remote Work
09/2020 - Present

- Lead curriculum-based 1-hour classes with students in grades 3-12
- Familiarize students with coding languages like Python, Scratch, HTML, and Javascript
- Provide grading, feedback, and assistance on student-built projects

Technical Specialist

Apple • Columbus, Ohio
08/2019 - 12/2019

- Provided dynamic and personable hardware and software support for Apple customers on their mobile devices
- Assessed devices to determine if software was failing, and ran diagnostics to locate hardware issues
- Adjusted and adapted quickly to product releases and changes to internal processes and systems

Technical Support Specialist

London Computer Systems • Cincinnati, OH
05/2018 - 06/2019

- Developed software tool fixing a years-old issue, allowing customer service representatives to send customer surveys
- Resolved over 4100 technical issues using internal ticketing software
- Provided over-the-phone technical and IT support for property management accounting software

Co-op Software Developer

Martin & Associates • Cincinnati, Ohio
09/2015 - 08/2017

- Developed software enhancements for Sage 100 ERP utilizing ProvideX language
- Supported clients with technical problems in company software
- Created and launched Sales and Purchase Order audit reports

Skills

- C++
- HTML
- Problem Resolution
- RESTful API
- Computer Hardware
- .NET
- Python
- SQL

Education

Bachelor of Science, Computer Science

- Developed OnTask, a personal task-management web application built for students
  - Built with React.JS frontend and .NET backend
  - Part of a team-based Senior Design Project
- Participant in RAPP, UC's nationally-recognized racial awareness program
  - Participant, Accelerating Racial Justive 2014
  - Participant, RAPP XXXII (2016 - 2017)
  - Peer Leader, RAPP XXXIII (2017 - 2018)
- President and Founder of UC Super Smash Bros