

Angie Plumb

angieplumbportfolio.com

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EDUCATION

University of California San Diego

La Jolla, CA

Interdisciplinary Computing and the Arts (GPA 3.63)

Expected Graduation: June 2026

- Bachelor's of Arts & Minor in Computer Science Engineering
- Courseworks: Media Forms and Cultures, Design Communication, Music Technology, Intro to Programming, Computational Engineering, Data Structures & OO Design, Technological/Computing Arts

JOB EXPERIENCE

UCSD Bookstore - Triton Tech Shop

San Diego, CA

Assistant Computer Technician

February 2023 - Present

- Orchestrated efficient diagnosis and repair operations for Apple, Dell, and HP systems, implementing modern testing protocols that reduced repair turnaround time by 50%; collaborated with cross-functional teams to replace displays, motherboards, batteries, and other components
- Streamlined inventory tracking process by maintaining detailed spreadsheets to log completed computer tasks; categorized each entry by date, serial number, and type, ensuring efficient team coordination
- Engineered a meticulous packaging process for computer parts, utilizing custom foam inserts and double layered protective boxes; decreased transit damages and improved customer satisfaction ratings

Presto Pasta

Granada Hills, CA

Cashier/Waiter

October 2021 - September 2022

- Managed the register to process over 500 customer orders daily, delivering bespoke recommendations that boosted upsell revenue and enhanced customer satisfaction scores
- Enhanced customer dining experience by grating fresh cheese tableside, ensuring a personalized touch and earning accolades for exceptional service and attention to detail
- Took part in a team collaboration effort to enhance customer service standards; innovated complaint resolution processes, resulting in a decrease in response time and a reduction in escalated issues.

ACCOMPLISHMENTS

The Representation Project

Remote

Youth Media Academy Participant

June 2021 - July 2021

- Developed and executed a transformative 4-week educational program for high school students, focusing on film documentaries, journalism, and media diversity, igniting a passion for under told stories of minorities
- Produced a short documentary as part of film exercises, showcasing proficiency in filming, editing, and directing; honed skills in order to increase in viewership engagement
- Collaborated with esteemed professional filmmakers to receive tailored feedback on film projects, equipping me with valuable insights on fostering inclusive environments and promoting diverse perspectives

We Connect The Dots

Remote

Code-A-Thon Participant

January 2021 - February 2021

- Consistent participation in virtual zoom classes focused on HTML, CSS, and JavaScript coding, resulting in the acquisition of advanced skills in website creation and design using GitHub and CodeSandbox tools
- Conceptualized and executed a mock project focused on UN SDGs; led a cross-functional team to create and design a website in a time-sensitive environment
- Delivered a standout presentation, securing second place, and impressing industry experts through a compelling pitch that showcased a high improvement of skills

SKILLS & INTERESTS

HTML/CSS, Java, Python, C, JavaScript, Google Apps, Microsoft Office, Adobe Suite (After Effects, Photoshop, Lightroom, Premiere), Linux, Data Analytics, Web Development, UI/UX, Film, Media Editing, Graphic Design