

Luna Lucadou

(Formerly known
as David)

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Summary

- Dedicated Computer Science student with a 3.8 GPA and Ruby, Python, Java, and C++ experience. Versatile, professional, hard-working, and reliable, with over 6 years of technical support experience in environments ranging from several users to several thousand. Able to see large projects through to completion, including software projects and upgrades involving several hundred computers and office migrations in environments with high workplace confidentiality requirements, including HIPAA and FERPA.

Education

University of North Carolina at Charlotte | Charlotte, NC | 2016 - Present

- Bachelors of Science (BS) in Computer Science, with a concentration in Software, Systems, and Networking, and an outside concentration in Business. Expected Graduation: May, 2020

Experience

Tutor | UNC Charlotte College of Computing and Informatics | Charlotte, NC | January 2019 - May 2019, August 2019 - Present

- Helped students in a one-on-one setting with programming assignments and concepts.
- Tutored for courses in Java, logic & algorithms, data structures, Ruby, Rails, git, software engineering, assembly, and computer architecture.

Client Support Technician | UNC Charlotte Student Affairs Information Technology | Charlotte, NC | June 2017 - December 2017, August 2018 - June 2019, August 2019 - Present

- Provided end-user support for Apple and Windows devices and printers over the phone and in-person.
- Provisioned new devices for deployment, utilized Jamf and SCCM, migrated existing computers, and prepared devices for surplus in compliance with FERPA regulations.
- Assisted in the deployment of OS X upgrades on hundreds of computers.

Software Development Intern | Bank of America Merrill Lynch | Trenton, NJ | June 2019 - August 2019

- Worked on the Merrill Lynch Affluent Account Opening web service, including integrating postal service address verification, tracking down bugs in Jenkins, and updating documentation.

Cloud Native Engineer | Oracle | Morrisville, NC | January 2018 - August 2018

- Used Kubernetes to help build a microservices platform for high-availability cloud native applications.
- Worked with Elasticsearch visualizations and alerts for service monitoring, adapted Oracle Directory Server for a RESTful LDAP API using Python and a Flask server, and maintained GitLab and Jenkins CI pipelines for multiple development and production environments.

Preceptor | UNC Charlotte College of Computing and Informatics | Charlotte, NC | August 2017 - December 2017

- Assisted incoming freshman in their transition to college life in a Prospect For Success course by helping students set goals, helping with schedule planning, and guiding students to success.
- Helped the Teaching Assistants and professors in lecture and lab environments reaching out to students.

Awards and Certifications

- June 2014 - CompTIA Strata Certified (CompTIA ID COMP001020726345).
- July 2014 - CompTIA A+ Certified (CompTIA ID COMP001020726345).
- May 2015 - Earned the rank of Eagle Scout in Boy Scout Troop 387 (Hickory, NC).
- May 2016 - Autodesk AutoCAD Certified User.