

Katherine Nicole Mercer

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PROFESSIONAL SUMMARY

I am currently seeking full-time job opportunities in the computer science field. Skills I have to offer include seven years of programming experience in Java in both an academic and personal setting, high proficiency in technical writing and research, and excellent skills in mathematics, including several years of advanced calculus. Working in the customer service industry has also given me strong interpersonal communication and conflict resolution skills.

WORK EXPERIENCE

Alamo Drafthouse Cinema, Ashburn, VA

Concierge / Projectionist / Bartender, July 2019 – March 2020

- Handled the front register including cash transactions, refunds and seat swaps for incoming guests
- Informed guests when they had questions regarding current and upcoming films, theater policies, food and drink services, etc. both in person and over the phone
- Built playlists and scheduled times for films being shown each day
- Provided audio/visual support for special events as well as other technical support
- Created various drink mixes for several orders at a time during evening rushes

Lowe's, Leesburg, VA

Customer Service Associate, August 2017 – August 2018

- Handled customer service to ensure that each customer was properly assisted
- In charge of online order management and services
- Stocking and powered equipment operation
- Operating the front register and handling cash transactions as well as incoming phone calls

EDUCATION

Northern Virginia Community College, Annandale, VA

Associate of Computer Science, May 2016

- Relevant courses: Programming in JAVA, Algorithm Design and Analysis, Computer Architecture, Formal Logic, and Calculus I - III

Longwood University, Farmville, VA

Pursued Bachelor of Computer Science, August 2018 - December 2018, 12 Credits Completed

- Relevant courses: Data Structures and Algorithms Application, Ethical Issues in Math and Computer Science, and Discrete Mathematics

ADDITIONAL SKILLS

- Web design
- Git and Github
- JAVA, Python, C++
- UI design