

BRYAN REITER

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EDUCATION

Temple University, College of Science and Technology, Bachelor of Science

September 2020 – May 2024

- **Major:** Computer Science
- **GPA:** 3.55
- **Relevant Coursework:** Computer Programming in C, Math Concepts in Computing I/II, Program Design and Abstraction, Data Structures & Algorithms, Computer Systems & Low-Level Programming, Systems Prog. & Operating Systems, UX Design, Software Design, Software Security, Digital Forensics, Web Application Development

TECHNICAL SKILLS

- **Languages:** HTML, CSS, JavaScript, Java, C, Python, SQL
- **Frameworks:** React, NextJS, Express, NodeJS
- **Tools:** Git, Linux, Visual Studio Code, MySQL, Jira, Figma

TECHNICAL WORK EXPERIENCE

Support Technician, Innovative Control Systems

July 2024 – Present

- Provide first-level technical support using ITIL standards, resolving issues via telephone and remote tools
- Deliver high-quality customer service and educate customers on maximizing ICS systems
- Collaborate with team members to solve complex problems and meet response times
- Conducted software maintenance and testing, along with hardware and network troubleshooting and configurations

Master Data Management Intern, Victaulic

May 2023 – June 2024

- Created Business Rules and Conditions to verify length constraints of critical attributes, providing stronger data governance for our upstream systems
- Delivered custom reports using Elasticsearch Query DSL which provided real-time analytics and streamlines error processing and detection
- Worked with diagnosing issues regarding the MDM notification system, including auditing existing notifications and obtaining feedback from end-users about their effectiveness

Help Desk Technical Assistant, Temple University IT Services

January 2023 – May 2024

- Provided phone and in-person support through ITSM platforms
- Efficiently addressed and resolved a wide range of software and hardware issues, including networking connectivity, mobile device support, virus removal, software installation, and OS reinstallation.

TECHNICAL PROJECTS

PurrfectPets

November 2023 – December 2023

- Developed a comprehensive pet adoption platform facilitating user interaction and pet discovery
- Utilized JavaScript and React to build dynamic user interfaces
- Integrated Express and Node for server-side rendering and efficient handling of user requests

Informed Navigation

January 2023 – May 2023

- Spearheaded a user research project to understand key metrics when it comes to safety and accessibility in the transportation industry
- Utilized AxureRP and Figma for prototyping, wire-framing, and an iterative testing process to refine the design of the app based on feedback from usability testing

AFFILIATIONS

Community Lead, Temple University Esports

January 2023 – May 2024

- Managed a team of students overseeing various sectors within the club
- Planned and executed collegiate tournaments and charity events, including a 24-Hour Gaming For Good stream