

Yvette Boyd

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SUMMARY

Hispanic and Black Computer Science student with hands-on experience troubleshooting software environments, configuring systems, and supporting users in fast-paced settings. Comfortable working across Windows and Linux, with a solid foundation in networking and security from coursework. Currently studying for CompTIA A+ (Core 1). Known for clear communication, patience under pressure, and a strong ability to resolve problems quickly. Seeking an IT Support or Help Desk internship to build real-world technical experience.

PROJECTS

End2Friends *Python / Django, HTML, CSS, JavaScript* github.com/End2Friends-Team/End2Friends

- Collaborated on a team-built, web-based student communication platform featuring real-time messaging, study rooms, and a Pomodoro timer.
- Contributed to a security-focused design emphasizing private messaging, secure file sharing, and user data protection.
- Used Git for version control and collaborated across a shared codebase with branching and pull request workflows.

MarvelVsDC Desktop App *Java / JavaFX* github.com/0ddev3/MarvelVsDcFX

- Built a fully functional desktop application with a custom UI, handling local dev environment setup and dependency configuration.
- Developed and debugged the application iteratively, resolving issues across multiple development cycles.

MarvelvsDC Simulation *Java* github.com/0ddev3/MarvelvsDC-Simulation

- Developed a Java-based simulation using object-oriented design, managing environment setup and iterative debugging throughout.

Portfolio Website *HTML, CSS, JavaScript* 0ddev3.github.io

- Designed, deployed, and actively maintain a personal portfolio site, independently managing hosting, updates, and performance.
- Used Git for version control throughout development and ongoing updates.

WORK EXPERIENCE

Deli Associate — Winn-Dixie, Deltona, FL *February 2023 – Present*

- Assist customers with orders and questions, resolving issues quickly and patiently in a high-volume environment.
- Handle transactions accurately and maintain attention to detail while managing multiple tasks under pressure.
- Collaborate with team members to maintain smooth daily operations during high-traffic periods.
- Adapt to unexpected situations and troubleshoot order or system-related issues as they arise.

TECHNICAL SKILLS

Operating Systems:

- Windows — used PowerShell and Command Prompt for basic system tasks and CLI troubleshooting
- Linux (Linux Mint) — used the terminal for file navigation, running scripts, and environment setup

Networking & Security:

- TCP/IP fundamentals, penetration testing basics, security best practices (coursework)

Hardware & Support:

- System environment setup, dependency configuration, iterative debugging, CLI troubleshooting

Tools:

- Git/GitHub, VS Code, Command Line (Bash), Figma

Programming:

- Java, Python, JavaScript, HTML, CSS, Vue.js, TailwindCSS, SQL

Soft Skills:

- Communication — clearly conveys technical and non-technical information to customers and teammates
- Collaboration — works effectively in team environments, including shared codebases and fast-paced service settings
- Patience — maintains composure and professionalism when supporting users and customers under pressure
- Attention to Detail — ensures accuracy in transactions, debugging, and system configurations
- Adaptability — adjusts quickly to unexpected situations and shifting priorities in both technical and service environments
- Problem-Solving — applies a methodical troubleshooting approach to resolve software, environment, and customer issues

EDUCATION

Bachelor of Science, Computer Science — Florida Southern College, Lakeland, FL *Expected May 2027*

GPA: 3.5

Relevant Coursework: Operating Systems · Cybersecurity & Ethical Hacking · Algorithms & Data Structures · Database Systems · Web Development · Software Engineering (Agile, Git)

CERTIFICATIONS

- CompTIA A+ — Core 1 (In Progress)
- Google Foundations of User Experience (UX) Design
- Adobe Certified Professional (2022)