**Marco Nastevski**

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*Computer Information Systems major at Arizona State University with fundamental understanding of statistics, and recording and interpretation of data. Seeking to utilize broad educational background combined with early professional experience as well as excellent analytical, technical, and coding skills to flourish as an entry-level business analyst.*

# EDUCATION

**W. P. Carey School of Business, Arizona State University, Tempe, AZ**  August 2019 – May 2023

Bachelor of Science, Computer Information Systems

* GPA: 3.4

**Relevant Coursework:** Intro to Info Systems, CPU Apps and IT, Data Structures, Object-Oriented Design, Management of Database Systems, Cyber Risk Managment, Development of Business Info Systems, Computer Organization and Architecture, Enterprise Web Technologies, Mobile Platforms for Business

# PROFESSIONAL EXPERIENCE

**Tech Support Engineer** Paradox ai, Scottsdale, AZ January 2023– Current

* Triage help and support tickets, fully replicate any bugs in code or issues in production and find solutions/workarounds for the issues
* Managed tickets in Jira and communicated with Client Success Specialists to support other engineers overseas in order to detect resolutons and keep up steady documentation and communication thoughout
* Learned to be proficient at ‘translating’ technical information to users with a variety of skills levels
* Quality Assurance/Control testing to debug Olivia’s recruiting ai when speaking with potential clients or job-seekers

**IT Service Desk Intern** Amkor Technology, Tempe, AZ January 2022 – January 2023

* Supported Service Desk and InfoSec departments in order to help to find, monitor, and solve potential issues or vulnerabilites and create value through implementing a compliant, resilient system of support
* Supported all Amkor employees with any regulatory or operational challenges with their CPU hardware or software
* Completed Plualsight website training modules every week in order to increase general knowledge of HTML, CSS, C#, InfoSec and IT Ops, as well as Powershell scripting and computer imaging processes to automate the repetitive tasks of asset managment
* Generated weekly slideshow presentations using PowerPoint and Teams to go over missing/lost assets and tickets which were tracked and analyzed using ServiceNow and Excel

**Code Sensei/Teacher**, CodeNinjas, Tempe, AZ November 2021– January 2022

* Learned and taught students to create games and applications using programs such as JavaScript, Java,and Unity
* Created tables and made data visualization from those tables to make data easier to understand for students

**Coach**, Skyhawks Sports, Phoenix, AZ May 2020 – November 2020

* Held weekly camps, practices for kids(grades 5-6) to educate youth about sports fundamentals as well as the value of communication, teamwork, and sportsmanship

# LEADERSHIP EXPERIENCE

**Manager**, Junior Year Computer Science Project, Arizona State University May 2020 – August 2020

* Project objective was to create a new informational Webpage and business plan to show how it would run in a real-world scenario
* Developed a content-based recommendation system that recommends the top 10 Hollywood movies that may interest a user and posts reviews of the films(utilized: HTML, CSS, Python, Flask)
* Selected to manage a group of 4 other students and helped to communicate deadlines, process, and on-the-fly adjustments
* Facilitate group activities and deadlines to increase peers’organization, presentation and teamwork skills

**DISC Club,** Active Member, Arizona State University September 2021-Present

* Evaluated seminars to learn from other tech companies about opportunities and process regarding their business
* Interact with industry professionals to learn about their experience

# SKILLS & ACTIVITIES

**Technical Skills:** Microsoft Office, Java, Python, JavaScript, HMTL, CSS, C#, R, scripting with Powershell, Azure

**Languages:** Fluent in Macedonian, learning Spanish

**Voluntee**r: Coach at i9 Sports (2017-2018)