

Adam Gallina

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Education

- Oregon State University - Cascades, *Corvallis OR* Graduated 2023, Cum Laude
- Major: Bachelor of Science in Computer Science
 - GPA: 3.6/4.0
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Experience

Technical Support Specialist, *Onity* April 2024 - Present

- Provide troubleshooting expertise across 6 generations of hardware/software
- Triage customer information to quickly resolve/escalate problems, reducing hold times by 30%
- De-escalate high tension calls while troubleshooting, increasing overall customer satisfaction

Full Stack Developer, *Center for Applied Systems & Software* Dec. 2021 - Sept. 2023

- Worked with Microsoft SSRS to design efficient SQL queries used in a production deployment
- Meet with external customers to create requirements for web applications and SQL queries
- Hiring committee member, interviewing applicants on soft skill and technical qualifications
- Coordinate with coworkers in an agile workflow using Jira for task tracking

Software Engineering Intern, *Teledyne Flir* June 2022 - December 2022

- Developed microservice to interface real-time camera feed with image-tracking application
- Built emulator to create data stream for applications running on newest Linux environments
- Create Python scripts to automate and improve the efficiency of software quality testing
- Summarize and present software requirements with cross-disciplinary stakeholders

DevOps Engineering Intern, *Tektronix Beaverton* February 2021 - September 2021

- Design automated CI/CD workflows using Jenkins to run unit tests and upload code coverage data to SonarQube, resulting in the increase of unit test code coverage
 - Architected and wrote Ansible scripts to deploy Docker containers on regression test hardware
 - Collect hardware diagnostics via local server; sync'd with Elasticsearch instance on AWS EC2
 - Plan sprints with peers on intern-led microservice projects using Jira software
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Skills

Computer Software:

- Google/Microsoft Office Suite, Microsoft SQL Server, and the Unity Game engine (2D, 3D, VR)
- Blender, OnShape CAD software
- Windows, Linux

Programming Languages:

- Experienced with Git/Github, Python3, JavaScript and Node.JS, C, C++/CMake, C#, and SQL
- Proficient with Java, HTML, Powershell/Bash, Kotlin/Android Studio, and the .NET framework