

# Julia Sveen

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## SKILLS

**Programming & Data:** Python, R, C++, SQL, JavaScript, HTML/CSS, PHP, Git, Power BI, Data Visualization  
**Platforms & Tools:** Windows, macOS, Linux/Unix, VSCode, RStudio, Jupyter Notebook, Google Colab, MySQL Workbench, Oracle Business Analytics, GitHub  
**Systems & Configuration:** Windows 11 deployment, Microsoft Intune, endpoint & permissions management, asset tracking (Lansweeper)  
**SaaS & Collaboration:** Slack, Microsoft 365, Jira, Confluence, BeyondTrust (Bomgar), Active Directory  
**Business & Systems Analysis:** Requirements gathering, process mapping, systems analysis, documentation  
**Design & Creativity:** WordPress, Adobe Creative Suite, Canva  
**Soft Skills:** Communication, Problem-Solving, Technical Writing, Teamwork, Adaptability, Critical Thinking

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## EDUCATION

Florida State University, *Tallahassee, FL*

**Master of Science in Information Technology**

Aug. 2025 - Present

**GPA: 4.0**

**Bachelor of Science in Information, Communication and Technology**

Aug. 2021 - May 2025

Minors in Computer Science & Mathematics

**GPA: 3.85**

**Involvement:**

*Students in Technology, Academia, Research, and Service (STARS)*

**Member → Vice President**

Feb. 2025 - Present

*ThinkAI Association*

**Social Media Chair → Vice President**

Jan. 2025 - Present

*Association of Information Technology Professionals (AITP)*

**Outreach Chair**

Aug. 2025 - Present

*CCI Student Leadership Council & Women Wednesdays*

**Member**

Aug. 2025 - Present

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## PROFESSIONAL EXPERIENCE

**Graduate Assistant - CCI HelpDesk**

Aug. 2025 - Present

Florida State University College of Communication & Information, *Tallahassee, FL*

- Supervise a team of ~12 student technicians, including training, mentoring, and interviewing; directly report to the IT Manager and coordinate on daily operations
- Manage permissions for listservs and network drives, oversee 500+ IT assets with Lansweeper, support Windows 11 deployments, and assist with Microsoft Intune enrollment and policy setup

**IT Technician - CCI HelpDesk**

Sept. 2024 - Aug. 2025

Florida State University College of Communication & Information, *Tallahassee, FL*

- Provide technical support to 2,500+ users across all academic levels, resolving hardware, software, and account issues in person and remotely using Bomgar

**Data Science Intern - REU Program**

May - Aug. 2025

National High Magnetic Field Laboratory, *Tallahassee, FL*

- Designed and evaluated machine learning models (OCSVM, Isolation Forest, LSTM Autoencoder) to detect power supply failures using high-frequency sensor data
- Processed 9+ months of current and voltage signals, applying derivative and downsampling techniques to improve anomaly detection accuracy
- Delivered high-performing LSTM Autoencoder results and created visualizations to support internal reporting and real-time deployment planning

**Data Quality Intern**

June - Aug. 2024

Florida Virtual Campus, *Tallahassee, FL*

- Ensured the accuracy and integrity of bibliographic data by reviewing, validating, and batch loading MARC files into library databases for seamless catalog management
- Created and managed analytic and physical objects using Alma/Oracle Business Analytics

**Communications Intern**

May 2024 - May 2025

Florida Chapter of the American Planning Association, *Tallahassee, FL*

- Utilized WordPress for website development, content management, and graphical design for social media using tools like MailChimp, JotForm, and SproutSocial
- Facilitated communications across 12 diverse chapters to ensure smooth information flow and collaboration

<b>Student Athlete Academic Services Tutor</b> Florida State University, <i>Tallahassee, FL</i>	Jan. 2023 - Apr. 2024
• Created a positive rapport with student athletes by facilitating independent and critical thinking	
• Identified strengths and weaknesses and helped fill in gaps in learning	
• Prepared, organized and managed appointments in subjects such as Calculus, Programming, Spanish, etc.	
<b>Manager/Server/Food Runner/Cashier</b> JB's on the Boardwalk, <i>Hampton Beach, NH</i>	Apr. 2020 - Aug. 2023
• Recorded orders accurately and maintained/facilitated positive customer and employee relations	
• Managed and trained team of servers, handled cash-out and paycheck process	
<b>Speciality Sales Team Member</b> Target, <i>Greenland, NH</i>	Sept. 2019 - Jan. 2022
• Assisted customers with locating products and completing purchases at checkout	
• Maintained inventory accuracy and restocked merchandise in the style and general merchandise departments	
• Processed and packaged online orders for fulfillment and delivery	

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## PROJECTS

<b>Personal Website/Portfolio</b>   HTML/CSS/JavaScript   <a href="http://juliasveen.com">juliasveen.com</a> <i>In Progress</i>	
• Designing and implementing a responsive and interactive user interface using HTML, CSS, and JavaScript to provide an engaging user experience	
• Developing and maintaining a personal portfolio website using GitHub Pages, showcasing interactive resume	
<b>NFL Draft Case Study</b>   R, Microsoft Excel	
• Utilized R packages to perform and visualize K-means clustering on NFL Draft wide receiver data	
• Analyzed cluster trends and draft insights, comparing player performance and visualizing results using ggplot2	
<b>Attendance Case Study</b>   R, Microsoft Excel	
• Conducted an in-depth analysis to explore factors influencing attendance at Dodger Stadium	
• Implemented multiple regression models with different combinations of independent variables and evaluated their performance using metrics like R-squared, MAE, and RMSE	
<b>Sentence Analysis Program</b>   C++, C	
• Implemented a program for sentence analysis focusing on string manipulation, character parsing, and conditional logic	
• Applied modular programming techniques and created reusable functions for maintainability and scalability	
<b>Amazon Redesign Prototype</b>   Canva, Powerpoint	
• Redesigned the Amazon website to enhance user experience by decluttering the interface, simplifying navigation, and improving usability	
• Developed a functional prototype with an intuitive menu, voice search, and AI-based product suggestions for a seamless shopping experience	

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## COMMUNITY ENGAGEMENT & STEM OUTREACH

*Students in Technology, Academia, Research, and Service (STARS)/FSU College of Communication and Information*

<b>Little Event (The Big Event)</b>	Sept. 2025
• Supported The Big Event by participating in the largest day of community service in Tallahassee, contributing to team efforts and promoting engagement and teamwork	
<b>FabLab Miami Campus Visit &amp; Mentorship</b>	July 2025
• Mentored visiting K-12 students through guided campus tours, sharing insights on college pathways, leadership development, and academic experiences at FSU	
• Facilitated design thinking activities and collaborative problem-solving exercises to encourage innovation and engagement in STEM	
<b>STEM Day Outreach (Tallahassee Prep)</b>	May 2025
• Led hands-on STEM demonstrations including AI Quick Draw, AI Face Recognition, and technology history exhibits for K-8 students	
• Introduced foundational AI concepts and the evolution of computing through interactive, age-appropriate learning activities	
<b>FSU Panama City Beach Tech Expo</b>	Apr. 2025
• Delivered interactive STEM programming at a university Tech Expo, engaging participants of all ages through AI, 3D printing, space exploration, and emerging technology activities	
• Communicated complex technical concepts clearly through experiential, inquiry-based learning	
<b>Relay for Life - American Cancer Society</b>	Apr. 2025
• Supported community fundraising and awareness efforts as part of the FSU CCI Relay for Life team, contributing to a \$151K fundraising total	
• Collaborated with students, faculty, and staff to promote cancer research, support services, and community impact	