

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

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

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

Student Athlete Academic Services Tutor

Jan. 2023 - Apr. 2024

Florida State University, *Tallahassee, FL*

- 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.

Manager/Server/Food Runner/Cashier

Apr. 2020 - Aug. 2023

JB's on the Boardwalk, *Hampton Beach, NH*

- Recorded orders accurately and maintained/facilitated positive customer and employee relations
- Managed and trained team of servers, handled cash-out and paycheck process

Speciality Sales Team Member

Sept. 2019 - Jan. 2022

Target, *Greenland, NH*

- 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

PROJECTS**Personal Website/Portfolio** | HTML/CSS/JavaScript | **juliasveen.com** *In Progress*

- 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

NFL Draft Case Study | 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

Attendance Case Study | 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

Sentence Analysis Program | 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

Amazon Redesign Prototype | 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

COMMUNITY ENGAGEMENT & STEM OUTREACH*Students in Technology, Academia, Research, and Service (STARS)/FSU College of Communication and Information***Little Event (The Big Event)**

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

FabLab Miami Campus Visit & Mentorship

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

STEM Day Outreach (Tallahassee Prep)

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

FSU Panama City Beach Tech Expo

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

Relay for Life - American Cancer Society

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