

Julia Sveen

juliasveenfsu@gmail.com | LinkedIn: julia-sveen | 603-583-8241

SKILLS

Languages: R, C++, Python, PHP, SQL, HTML/CSS, JavaScript, Git

Technologies/Platforms: Windows, Unix, Linux, Mac OS, Visual Studio Code, R Studio, MySQL Workbench, Lansweeper, BeyondTrust Remote Support, Active Directory, Oracle Business Analytics, GitHub, Microsoft 365

RELEVANT PROFESSIONAL EXPERIENCE

Information Technology Help Desk Technician

Sept. 2024 - Present

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

- Provide technical support to students, faculty, and staff, resolving hardware/software issues for Windows and Mac OS platforms, and supporting Office 365 applications
- Manage user accounts and network connections, utilizing Active Directory and remote desktop tools to efficiently troubleshoot and resolve technical issues
- Document and escalate complex issues to higher-level support teams, while maintaining up-to-date knowledge of IT trends and collaborating with team members for timely resolutions

Data Quality Intern

June 2024 - 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 - Present

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

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

EDUCATION

Florida State University, *Tallahassee, FL*

Master of Science in Information Technology

Aug. 2025 - Exp. May 2027

Bachelor of Science in Information, Communication and Technology

Aug. 2021 - Exp. May 2025

Minors in Computer Science & Mathematics

GPA: 3.82 | President's List: Fall 2021 & Dean's List: Spring 2021 - Spring 2025

Relevant Coursework: "Applied Data Analytics in Sport Management", "Research & Data Analysis in IT", "IT Leadership", "Advanced Web Application Development", "Information Technologies", "User Experience Design", "Database Systems", "Applied Statistics for Scientists", "Data Structures, Algorithms and Generic Programming I", "Software Engineering"

Extracurricular(s): ThinkAI Association - Socials Chair

Jan. 2025 - Present

STARS Alliance - Member

Feb. 2025 - Present

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 projects, skills, and professional achievements

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