

# Alana Rivers

(803) 323-2141 | alanarivers@gmail.com | github.com/arivers

## Education

**Winthrop University**, Rock Hill, SC

Bachelor of Science in Computer Science, May 2026

- Minor in Economics
- GPA: 3.43

## Skills Summary

- Proficient in Java, C++, and Python
- Knowledge of algorithms, data structures, and cloud computing platforms
- Excellent communication skills with an ability to solve problems quickly and efficiently
- Experienced in help desk support

## Internship

*Information Technology Student Team Member*, May – August 2024

Novant Health, Charlotte, NC

- Performed troubleshooting and resolved security issues reported by end users.
- Collaborated with a team of security engineers across a large and complex health system.
- Performed vulnerability assessments and generate reports to assess risks of devices on the network.
- Maintained adherence to all HIPAA privacy standards.

## Related Experience

*Student Technology Assistant*, August 2024 – present

Help Desk, Computing and Information Technology, Winthrop University, Rock Hill, SC

- Diagnose and resolve a range of hardware and software issues on devices such as iPads, Smartboards, cameras, and printers, minimizing downtime and improving user experience.
- Develop and improve user support materials to streamline the troubleshooting process and empower users to solve common technical problems independently.
- Manage computer lab operations and the check-out system, contributing to an efficient and organized environment for technology access.

*Peer Mentor*, January 2025 – present

Mentors in Tech

- Promote STEM engagement among middle and high school students, with a focus on inspiring young females, through hands-on technology and coding workshops.
- Facilitate information sessions to introduce new students to seasoned professional mentors.

## Additional Professional Experience

*Freelance Web Development* | January 2024 – present

- Design and develop 12 websites for small businesses and entrepreneurs in York County, including landscaping, pet-sitting, and a retail boutique.
- Experience with Wix and WordPress.