

# DESTINY JORDAN

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## OBJECTIVE

Motivated Software Engineering student skilled in Python, C++, C#, and Unity. Seeking an entry-level software development role to apply programming knowledge and problem-solving skills while gaining practical experience.

## EDUCATION

**University of Michigan-Flint** **Flint, MI** **May 2021 - Present**  
**B.S. in Software Engineering (BS/MS Accelerated Program)**

- Expected Graduation: May 2027

## RELATED COURSES

**Problem Solving and Programming I (C++) | Problem Solving and Programming II (Python) | Software Engineering | Data Structures**

## KEY SKILLS

- Languages and Tools:** Python, C#, C++, Unity, Visual Studio
- Technical skills:** Writing Technical Documentation, Troubleshooting, Technical Support
- Soft Skills:** Customer Service, Communication, Adaptability, Multitasking, Problem-Solving

## EXPERIENCE

**ITS Helpdesk Student Technician**  
**University of Michigan - Flint** **Flint, MI** **July 2025 - Present**

- Provided Tier 1 technical support for students, faculty, and staff on hardware, software, and AV equipment across campus.
- Assisted ITS teams with troubleshooting, lab maintenance, and equipment setup.
- Helped with 2FA logins and password resets.
- Delivered both in-person and remote tech support with a focus on fast, user-friendly solutions.

**Desk Assistant**  
**University of Michigan - Flint** **Flint, MI** **August 2024 - Present**

- Handled front desk responsibilities including check-ins, package distribution, and security protocols.
- Provided customer-focused service to residents and guests, resolving inquiries, and minor conflicts

**Crew Member**  
**McDonald's** **Flint, MI** **June 2024 - August 2024**

- Assisted customers with orders and inquiries.
- Followed food safety guidelines and procedures.
- Maintained store cleanliness and hygiene standards.
- Operated POS with accuracy.

**CREW MEMBER**  
**Tim Hortons** **Flint, MI** **May 2022 - June 2024**

- Processed cash transactions accurately and efficiently.
- Provided excellent customer service, ensuring satisfaction.
- Managed drive-thru operations, maintaining speed and accuracy.