

# James McKenna

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## EDUCATION

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University of North Carolina at Charlotte | Charlotte, NC

August 2022 - May 2026

*B.S. in Computer Science, Concentration in Software, Systems, and Networks*

**Relevant Coursework:** Database Design & Implementation, Introduction to Probability and Statistics, Software Engineering, Introduction to Business & Professional Development, Data Structures and Algorithms

## TECHNICAL SKILLS

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**Data, Reporting, and Tools:** Java, Python, JavaScript, SQL, HTML, C, C#, Git, AWS, Jira

**Certifications:** AWS Certified Cloud Practitioner, Microsoft Enterprise Product Management Fundamentals

## RELEVANT EXPERIENCE

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UNC-Charlotte OneIT Enterprise Infrastructure | Charlotte, NC

May 2025 - May 2026

*Associate Network Technician*

- Resolved daily end-user and infrastructure service tickets using the campus ticketing system, documenting work performed, escalating complex issues to senior technicians, and tracking requests through completion
- Deployed, maintained, and troubleshoot campus network infrastructure across multiple locations, including UPS systems, port activations, sensors, WiFi heat mapping surveys, and data closet audits
- Assisted senior technicians with network device configuration and server-side port activation to support reliable connectivity for campus users and departments
- Inspected and maintained data closets to verify security, organization, and compliance with internal infrastructure standards
- Supported hardware refreshes, equipment removals, and surplus coordination while maintaining accurate documentation and following team procedures

## LEADERSHIP EXPERIENCE

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UNC Charlotte Men's Volleyball Club | Charlotte, NC

May 2022 - May 2026

*Team Captain / President*

- Managed semester budgets up to \$10,000, compliance, logistics, and on-campus relations while delegating tasks to 8 club officers and leading weekly officer presentations
- Led the planning for the first Men's Volleyball game hosted on campus in the Halton Arena with an attendance of 175+ spectators and players
- Partnered with the Office of Sustainability to have a designated campus cleanup spot to clean twice a semester

## PROJECTS

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PickFix | *Senior Capstone*

January 2026 - May 2026

- Led project management for a cloud-based ticketing system by taking initiative on weekly meetings, communicating requirements to all team members, creating tickets along with user stories, and mapping out sprints
- Delivered the project presentation to classmates and professors by leading the live demo, walking through key features, and explaining the technical implementation
- Contributed to QA testing and AWS feature implementation - Lambda, EC2, S3, CloudFront, Relational Database