

James McKenna

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EDUCATION

University of North Carolina at Charlotte
Bachelor of Science in Computer Science

May 2026

CERTIFICATIONS

- Microsoft Enterprise Product Management Fundamentals
- AWS Certified Cloud Practitioner
- Cisco Introduction to Cyber Security

WORK EXPERIENCE

Associate Network Technician | *OneIT Infrastructure — UNC Charlotte* May 2025 - Present

- Installed, maintained, and removed UPS systems across campus satellite locations to ensure reliable backup power for critical infrastructure.
- Resolved service tickets involving equipment testing and installation in coordination with senior technicians, ensuring issues were scoped and closed efficiently.
- Activated and patched new network ports to support operational needs across departments.
- Audited and maintained data and network closets, enforcing safety, security, and standardized conditions.
- Conducted WiFi heat mapping surveys across multiple buildings with senior technicians to identify coverage gaps and support network improvements.

PROJECTS

- **PickFix** | *Product Management • AWS Cloud • Agile Delivery*
 - Collaborated with engineers to migrate a legacy UNC Charlotte maintenance system to AWS, contributing to infrastructure design decisions across RDS, DynamoDB, SQS, and Lambda with Dockerized deployments.
 - Participated in system design and architecture planning, and supported QA and testing of infrastructure to validate solutions met functional requirements.
 - Managed project execution across 4 sprints using Jira, authoring user stories and coordinating a 4-engineer team from discovery through delivery.
- **Ethereum EOA ERC-20 Tracker** | *API Integration • Data Analytics • Automation*
 - Built a crypto portfolio tracking tool giving users snapshot visibility into ETH and ERC-20 holdings across Arbitrum, prioritizing usability and data clarity over raw blockchain complexity.
 - Defined KPIs, data requirements, and validation rules upfront to ensure reporting accuracy and reliable user visibility.
 - Integrated multiple external blockchain APIs and automated reporting pipelines into Google Sheets.
- **CryptShip** | *Next.js • AI Integration • Product Design*
 - Identified an unmet need for beginner crypto onboarding, translated user pain points into a scoped product roadmap, and shipped a guided wallet setup experience for SOL, ETH, and BTC while mapping every feature directly to user value.
 - Integrated real-time market analytics and headlines via Next.js API routes, delivering data-driven enhancements that improved usability at each onboarding step.
 - Leveraged an AI-assisted workflow to rapidly iterate on UI components and product copy, cutting design-to-delivery time throughout the build.

LEADERSHIP & COMMUNITY INVOLVEMENT

President / Team Captain | *UNC Charlotte Men's Volleyball Club* August 2022 - Present

- Managed budgets, compliance, and logistics for a Division I club, orchestrating a full arena event in Halton Arena with 175+ spectators while leading cross-functional coordination across media, promotions, and budgeting.
- Executed a 70+ person outdoor volleyball tournament to raise funds for the club, owning all planning milestones, staffing, and onsite coordination alongside the executive board.
- Competed nationally at the highest level of collegiate club volleyball, representing UNC Charlotte at tournaments in Phoenix, AZ and Kansas City, MO.

Volunteer Coordinator | *Adopt-A-Spot — UNC Charlotte Office of Sustainability* August 2025 - Present

- Partnered with the Office of Sustainability to maintain a designated campus spot, organizing recurring cleanups, mobilizing club members, and tracking participation each semester.

SKILLS

Technical: AWS, Networking & Infrastructure, Hardware Configuration, APIs, Full-Stack Development, Prompt Engineering, AI/LLM Integration

Tools & Workflow: Jira, Sprint Planning, Scrum

Leadership: Cross-Functional Team Leadership, Events & Program Management, Budget Oversight, Community Organization