

Erin Miller

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EDUCATION

University of Wisconsin-Madison

Madison, WI

Bachelor of Science in Computer Science

Expected July 2025

- Relevant Coursework: Discrete Math, Data Structures, Software Design, Software Development, Linear Algebra, Building User Interfaces, Machine Organization

WORK EXPERIENCE

Desktop Support Student

Oct. 2024 – Present

Center for Dairy Research

Madison, WI

- Developed a milk standardization program in Python to assist with cheesemaking calculations, using research-driven formulas and user-friendly design to streamline processes
- Provided desktop support for internal staff, focusing on Windows and related software applications
- Authored detailed documentation for knowledge base articles to be used by all staff

Desktop Support Intern

May 2024 – Aug. 2024

Spectrum Brands

Middleton, WI

- Acted as the project manager for the IT Intern Project, coordinating team efforts and ensuring project milestones were met
- Provided front of the line support by answering calls and completing tickets in ServiceNow
- Utilized Active Directory, Citrix Director, and Azure Portal to resolve tickets
- Successfully performed troubleshooting, resolving user issues across various departments
- Collaborated with the intern team to diagnose and resolve technical problems efficiently

Website Tech

Feb. 2022 – May 2023

Western New England University

Springfield, MA

- Implemented regular maintenance tasks to ensure functionality and improve user experience
- Proactively identified and corrected errors to maintain site professionalism
- Engaged with technology faculty members to ensure timely and accurate changes

PROJECTS

ToonScout | *TypeScript, Node.js, MongoDB, Next.js*

Sept. 2024 – Present

- Designed and implemented a Discord app that interacts with the local Toontown Rewritten API, providing users with real-time information about their character
- Created a user-friendly website using Express that facilitates easy setup through interactive prompts and detailed instructions
- Utilized MongoDB to store user data, enabling persistent user experiences across sessions
- Designed the website to pull data from the local API and relay it to the bot through a secondary WebSocket connection, ensuring seamless and stable communication

Toon API Calculator | *JavaScript*

Sept. 2024 – Present

- Created and published a Javascript package on npm, enabling users to calculate key metrics such as suit progression, fishing statistics, and golf scores for Toontown Rewritten characters
- Developed efficient algorithms to dynamically analyze character progression and determine optimal progression methods
- Authored thorough documentation to support seamless integration and ease of use for developers

TECHNICAL SKILLS

Languages: Java, Python, JavaScript, HTML, CSS

Frameworks/Tools: JUnit, Node.js, pytest, React

Developer Tools: Git, Visual Studio Code

INVOLVEMENT

Madhacks: Participant

Fall 2023

Community Action Rewards Everyone (CARE): Member

Aug. 2022 – May 2023

Golden Bear Overnight Program: Host

Mar. 2022 – Mar. 2023