

Isla Philipp

SOFTWARE DEVELOPER / INFORMATION TECHNOLOGIST
www.iphil.dev

Email : me@iphil.dev
Mobile : —
Location : Chicago, IL

EXPERIENCE

- **Seraph Technology Solutions** Chicago, IL
IT Consultant *April 2024 - Present*
 - **Client Project Management:** Collaborate with clients to determine which services and hardware solutions will best serve their unique needs. Ensure frictionless collaboration between the Seraph team and any other vendors working in tandem on client projects. Act as primary point of contact for all projects with select clients and organize and delegate tasks as needed. Hold regular calls with client management team to discuss status and progress of involved projects.
 - **Structured Cabling & Network Deployment:** Plan cable routing and hardware placement. Install and efficiently route cable runs. Terminate runs with appropriate connectors and validate them. Install rack and rack network equipment, minding ease of replacement. Neatly connect installed gear into patch panels and clearly label all connections for the sake of future maintenance. Configure network equipment with appropriate VLANs, SSIDs, and user settings.
 - **Technical Support:** Provide Technical Support to clients in a timely and friendly manner. Assist clients with remote debugging over phone or remote desktop to minimize any of their potential downtime.
- **Moebius Solutions** San Diego, CA
Software Engineer *January 2022 - July 2023*
 - **Application Development:** Engineer solutions which extend graphical interfaces by writing custom React components. Refactor existing components to implement more of their intended functionality. Test components through a variety of set scenarios to ensure resilience. Validate that components follow design guidelines and correct other errant components when necessary. Update Java API to correct existing errors and implement new frontend features and interactions. Improve cohesion with existing database backends.
 - **Client Collaboration:** Meet with clients to discuss their needs in the scope of my work. Review progress and note changes and features to implement in future milestones. Present prototypes to clients and supervisors to receive feedback and assess progress. Suggest solutions for user interaction pain points.
- **Spacelink** San Diego, CA
Network Operations Technician *June 2021 - Oct 2021*
 - **Network Support:** Oversee server colocation and site to keep company and client devices functioning at their maximum uptime. Manage open client and internal requests and incidents using internal ticket system.
 - **Technical Support:** Provide Level 1 IT Support to clients in a timely and friendly manner. Assist clients with remote debugging over phone or remote desktop. Respond to and organize company email accounts.
 - **Tool Development:** Independently develop internal tools to increase technician efficiency and consolidate repetitive tasks. Debug internal monitoring plugins as their working environments change.

EDUCATION

- **University of California San Diego** La Jolla, CA
Bachelor of Science in Computer Science *September 2015 - August 2020*
 - **Relevant Coursework:** Computer Networks, Object Oriented Programming, Algorithm Design and Analysis, Data Structure Design, Operating System Design, Digital Logic, UI/UX & Interaction Design.

PROGRAMMING SKILLS

- **Languages:** Python, Java, JavaScript, C, C++, SQL, HTML, CSS, L^AT_EX
- **Technologies & Frameworks:** React, MUI, Bootstrap, Docker

ADDITIONAL SKILLS & CLEARANCES

- **Other Software & OS Familiarities:** Git, Bash, Linux, Windows, macOS, iOS, Android, VSCode, GSuite, Microsoft 365, Vim, Sublime Text, JetBrains, Unifi, EntraID
- **Networking:** Network Structure & Troubleshooting, Audio-Visual Setup & Operation, Telecom & VoIP Systems
- **Computer Systems:** Hardware & Software Troubleshooting, System Building & Provisioning
- **Security Clearance:** Secret (Granted 2022)