Brittney Hughes

Como, Colorado · Seeking remote internships or entry-level positions

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PROFILE

Software engineering student with enterprise IT experience in complex troubleshooting, overnight team supervision, and priority-one incident response. Building Java skills through hands-on console projects, with coursework in Python, SQL, web development, and version control. Seeking a remote software engineering internship or entry-level position.

EDUCATION

B.S. in Software Engineering | Western Governors University

Expected December 2027 · Java track

Relevant coursework: Back-End Programming, Java Frameworks, Data Structures and Algorithms I, Advanced Data Management, Front-End Web Development, Version Control.

DEVELOPMENT SKILLS & PROJECTS

Languages & tools: Java, Python, SQL, HTML, CSS, JavaScript, Git.

Java Learning Projects | github.com/brittneyhughes/brocode-java-course

Ongoing exercises and mini projects from Bro Code's Java course, with my own additions and improvements.

- Mad Libs: built a console story game with reusable input validation, methods, and a replay loop.
- Shopping Cart: built a console program using typed variables, user input, and arithmetic to calculate item totals.

PROFESSIONAL EXPERIENCE

Level 2 Advisor | Bell Techlogix

April 2023 - July 2025 · Remote

- Supervised Level 1 analysts on the overnight shift, providing technical coaching, workflow monitoring, and quality assurance for enterprise clients.
- Served as the escalation point for complex hardware, software, and network issues; handled priority-one (P1) incidents and coordinated escalations and shift handoffs.
- Monitored ticket lifecycles and service commitments in ServiceNow; analyzed trends and prepared end-of-shift reports for leadership.
- Created troubleshooting guides and instructional videos to help analysts resolve recurring issues and standardize support.

PROFESSIONAL EXPERIENCE, CONTINUED

Level 1 Analyst | Bell Techlogix

October 2022 - April 2023 · Remote

- Provided overnight technical support across Windows, Linux, and macOS, troubleshooting VPN, Microsoft 365, mobile device management, and Active Directory issues.
- Managed user accounts, MFA tokens, and file-share permissions while documenting resolutions and contributing to the knowledge base.

Computer Technician | Winchester Public Schools

January 2020 - December 2021 · Winchester, VA

- Served as the sole technician across two elementary campuses for METRICS, a federally funded program expanding access to computer science and STEM education.
- During COVID-19, kept students and teachers connected through hands-on troubleshooting, device repairs, and support for remote learning.
- Deployed more than 200 Windows and Chrome OS devices and managed more than 400 iPads; supported classroom technology, including 3D printers.

Desktop Support Specialist | Drucker + Falk

July 2019 - January 2020 · Newport News, VA

- Supported more than 150 users across multiple locations, resolving hardware, software, and network issues on Windows, macOS, and mobile devices.
- Managed BitLocker encryption, antivirus deployment, and account policies; handled onboarding, offboarding, OS imaging, and VPN setup.
- Coordinated technology procurement, inventory, and device provisioning for local and remote teams.

Advanced Repair Agent / Consultation Agent | Geek Squad

May 2018 - January 2020 · Williamsburg, VA

- Performed hardware diagnostics, operating-system installations, and malware removal; contributed to the Apple iPhone repair pilot with screen and battery replacements.
- Guided customers through repair options and protected client data throughout intake, repair, and quality assurance.

Earlier experience: Sales Consultant, Best Buy · October 2017 - May 2018

CERTIFICATIONS

CompTIA A+ ce · Valid through September 30, 2029
CompTIA Project+ ce · Valid through June 29, 2029
AWS Certified Cloud Practitioner · Valid through April 22, 2029
ITIL 4 Foundation · Valid through May 30, 2029

ADDITIONAL TECHNICAL EXPERIENCE

Active Directory · ServiceNow · Windows, Linux & macOS · Mobile device management · Endpoint security · IT asset lifecycle management