

Tremaine Cousar

Cell: (919)903-4720 | Trcousar@gmail.com | [Linkedin.com/in/tremainecousar](https://www.linkedin.com/in/tremainecousar) | [Github.com/tremaineCousar](https://github.com/tremaineCousar)

EDUCATION

Guilford Technical Community College

Jan. 2022 – May. 2024

A.S. Computer Science

Jamestown, NC

- **Relevant Coursework:** Java Programming, Python Programming
- **Awards:** Dean's List, Benjamin A. Gilman Study Abroad Scholarship: **\$3,000** for Cape Town, South Africa
- **Honors:** Magna Cum Laude, **3.8 GPA**

SKILLS

Languages: Python, JavaScript, Java, HTML, CSS

Technologies: React.js, Next.js, Node.js, Tailwind.CSS, Bootstrap, Linux

Tools: Github, AWS

Soft: Problem-solving, Effective Communication, Team Collaboration, Attention to Detail

EXPERIENCE

Technical Support Analyst II

Aug. 2023 – Jul. 2024

HCTec

Winston-Salem, NC

- Applied knowledge base resources in **ServiceNow** to troubleshoot issues, reducing on-call time by **80%**.
- Fixed Citrix and Cerner software issues, minimizing client's downtime by **12%**.
- Trained and mentored **4 new hires** on call-handling procedures and technical workflows.

Technical Support Intern

Oct. 2022 – Jul. 2023

EnergyUnited

Statesville, NC

- Utilized **KACE** to document and manage support tickets, ensuring efficient resolution of equipment issues.
- Leveraged **Cisco Jabber** to enhance communication, resolving tech issues **30% faster** by collaborating with the team in real-time.
- Reimaged and configured iPads and Dell computers for employees, **reducing setup time by 30%** and ensuring devices met security standards for seamless deployment.

IT Support Specialist (Work-Study)

Mar. 2022 – May. 2024

Guilford Technical Community College

Jamestown, NC

- Assisted students and faculty with troubleshooting computer hardware and software issues, resolving **90% of reported cases** within the same day.
- Maintained and updated lab computers, ensuring **optimal performance and minimal downtime** for over 100 workstations.
- Collaborated with the IT department to **streamline device deployment processes**, improving efficiency by **20%**.

TECHNICAL PROJECTS

Portfolio Website | *Personal project*

Oct. 2023 – Nov. 2023

Link: <https://tremainecousar.com>

- Developed a dynamic and visually engaging portfolio website with **React.js**.
- Embedded a grid layout to display various technologies with interactive hover effects, utilizing **Tailwind CSS** for styling and **Next.js** for server-side rendering.
- Resulted in a polished **user interface** that effectively showcases **technical skills** and **experience** with various technologies, enhancing user engagement.

Personal Website | *Personal project*

Oct. 2022

Link: <https://treousar.netlify.app/>

- Designed a Basic Website portfolio using **HTML, CSS, and JavaScript** to perform basic functionalities with a user-friendly interface.
- Used **JavaScript** to manage calculations and update the display dynamically, while **CSS** ensured a clean and intuitive **user experience** with hover and active states for buttons.