Gwendolyn Stephenson

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Professional Summary

Experienced IT Support Specialist and Developer with a strong track record of providing professional technical support for both internal employees and external clients. Adept at troubleshooting hardware and software issues, installing systems, and improving efficiency by optimizing computer systems.

IT Specialist // Software Developer

Front End | Back End | Networking | Cloud | Client Services

Professional Summary:

- *Virginia Union University, Help Desk Support Specialist II / Instructional Technologist (03/2025 - Present)*
  - Assisted students & Faculty/Staff with hardware/software related issues. IT Administrative work using Microsoft Azure and various other systems (**See Enterprise Technologies**)
  - *LMS Administrative work with Canvas*
  - *Assisted students & Faculty/staff with Canvas (LMS) related issues setting up courses or resolving bugs*
  - *Report data regarding Canvas usage, and other necessary metrics to meet the criteria of our KPI's and university strategic goals.*
  - *Build Canvas API applications to assist faculty with different use cases utilizing Canvas data/available API*

- *Virginia Union University, Digital Skills Project Manager (03/2024 – Present)*
  - Led the development, implementation, and management of VUU's Cultivating Technical Readiness Program (funded by the CMCPP Grant administered by NTIA) After one year of the grant had passed.
  - Assisted in upgrading the university's broadband network from 1GB to 10GB and assisted with technical support.
  - Assisted with Network Maintenance and management

- *Virginia Union University, Design Lab technical assistant (09/2019 – 06/2020)*
  - *Responsible for maintaining systems health, as well as assisting students with any technical issues they had as they visited.*

Technical Expertise:

Languages & Frameworks

- C++, C#, Java, Python, Cirq, SQL
- HTML/CSS/JS
- ReactJS, NodeJS, Flask, Django
- *Electron*

Databases and Analytics

- SQL Server, MongoDB, MySQL, PostgreSQL

API's

- REST, WebSockets
- OpenAI
- Postman

Cloud & DevOps

- Amazon Web Services, Azure
- Docker

Version Control

- Git/GitHub

Operating Systems/Environments:

- Windows, Ubuntu Linux

Enterprise Systems Administration

- **Helpdesk management tools**: Fresh Service
- **Enterprise Technologies:** Office 365, Google Workspace, Jenzabar, ADManager, Google DUO, Vonage,
- **Endpoint Management** – MDM, TeamViewer

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Other Professional Work
Full Stack Development (Self Employed) (2022 – Present)
- Utilized scripting languages such as C++, Java, Python, SQL, and JavaScript with hands-on experience using ReactJS, Node.js, Flask, Django, and Electron.
- Proficient in REST, SOAP, GraphQL, and WebSocket APIs, and testing with Postman.
- Experienced in managing SQL Server, MySQL, PostgreSQL, and MongoDB databases for scalable application backends.
- Familiar with AWS, Azure, Oracle Cloud, and containerized deployments using Docker and Kubernetes.
- Strong foundation in Git/GitHub version control, cross-platform development, and Windows/Ubuntu Linux environments.

Notable Projects/Contributions

IT Hub Web-application: A centralized web platform developed for Virginia Union University's IT Department, designed to streamline internal workflows and integrate essential third-party tools, Microsoft services, and custom IT web applications.

- **IT Walk-In App with Admin Portal:** Enables students to sign in at the Helpdesk for in-person support. Each entry is automatically logged in the Admin Portal and synchronized with Freshservice for ticket creation and closure, ensuring all walk-in activity is tracked within the main ticketing system while separating it from online and phone-based tickets. Additionally, I leveraged machine learning to help with determining which tickets were hardware or software based tickets to assist with weekly reporting to the VP of our division.
- **IT Inventory App:** A comprehensive inventory management system built to track, categorize, and report university technology assets. Supports real-time oversight of equipment intake, deployment, and removal for accurate asset tracking and auditing.
- **Laptop Loaner App:** A dedicated system for managing faculty and staff loaner laptop assignments, providing visibility into device issuance and returns. Helps maintain accountability and continuity in university technology lending operations.

These apps ultimately increased reporting accuracy by 80 as well as data accountability and operational efficiency by 50%

Unpublished Courses Web-app: This is a web app I created utilizing the Canvas Live API to assist the Office of the Provost at Virginia Union University with streamlining reporting on unpublished courses before new terms begin to better hold faculty accountable as well as staying with compliance with SACSCOC standards in providing quality higher education.

HR Training Reporting Web-app: This is a web app I created utilizing the Canvas Live API to assist the Human Resources department at Virginia Union University to centralize and simplify data retrieval for the many different training and onboarding courses employees are tasked with completing.

Music Management App: This was an application built to serve music programs, piloted at Thomas Jefferson High School. It contains features like being able to communicate with different music groups a director oversees similar to GroupMe, music repositories for music students to access, assignment creation and video sharing, an announcement feature to notify students, a group calendar for seeing when performances are, and an attendance feature to help support the music director – along with a admin portal for the music director.

Educational Background

(Expected Summer 2026) Master of Science, Computer Science
Norfolk State University, Norfolk VA

(2024) Bachelor of Science, Computer Science
Virginia Union University, Richmond VA

Professional Certifications
(2025) Canvas Certified Technical Admin – Focus on API

(2026) Azure Fundamentals