

Karen Spriggs

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WORK EXPERIENCE

Numerator

August 2023 - Present

Junior IT Systems Engineer

Chicago, IL

- Providing live support for remote and onsite company events hosted through Zoom Webinar
- Troubleshooting hardware and software issues on Windows and Mac
- Provisioning access of internal applications for employees through Active Directory
- Creating and updating internal IT documentation for processes and applications
- Preparing workstations for new hires and equipment replacements

Ensono

May 2023 – July 2023

Mainframe Programming Intern

Chicago, IL

- Completed official IBM coursework on z/OS, JCL, and COBOL
- Interfaced with mainframe LPARs remotely to complete exercises in TSO/E, ISPF, and SDSF
- Designed a front-end Power BI dashboard to better visualize data from an employee recognition program, which was presented to the company's CEO and ELT members

Night City Games

July 2022 – May 2023

Gameplay Programmer

Chicago, IL

- Followed Agile development methodology on a multidisciplinary team using Github Issues and Discord
- Wrote python scripts to collect data that gave developers insight on player experience
- Fixed and documented bugs found through playtesting

Columbia College Chicago

July 2020 – May 2023

Programming Tutor and Lab Assistant

Chicago, IL

- Tutored students and guided them towards completing homework assignments
- Worked as a teacher's assistant for a summer programming class

EDUCATION

Columbia College Chicago

Graduated May 2023

Bachelor of Science, Programming

Chicago, IL

- 3.9 Grade Point Average
- Completed the Honors program

SKILLS, PROJECTS & INTERESTS

- **Skills:** C#, Python, Customer Service, Onsite/Remote Tech Support, Github, Active Directory, Microsoft Teams, Microsoft Azure, Office 365, License Procurement, KACE Endpoint Management, ESET Endpoint Antivirus, Google Workspace Admin, Office 365, Inventory Management, Communication
- **Projects:**
 - INARI
 - Released on Steam for free in Dec 2023 with over 24,000 copies claimed
 - Won GameBIIITes 2023 awards for Best Business Plan and Audience Choice
 - Directed development team for a year and a half using a scrum-based approach
- **Interests:** Game Development, Illustration, Programming, Graphic Design, Animal Care, Crafting