

Will Eand

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EDUCATION

Bellevue College
Bachelor of Science in Computer Science

Expected Grad – June 2026
GPA–3.95

University of Washington - Seattle
Bachelor of Science in Economics

Graduated – June 2019

WORK EXPERIENCE

IT Intern 2 (Client Technology Services)

Mar. 2025 – Present

City of Bellevue

- * Installed, configured, and repaired 300+ desktops, laptops, and peripherals; deployed and updated software via InTune, ensuring reliable performance and minimal downtime for end users.
- * Handling Tier 1 support tickets in a timely manner (ITSM - FreshWorks), creating detailed documentation for resolutions, and providing high quality customer service for end users.
- * Reduced new device setup time by 20% by eliminating redundant logic in old Bash scripts and creating simple interfaces to streamline software installation and new device builds.

IT Intern (Client Technology Services)

Oct. 2024 – Dec. 2024

City of Bellevue

- * Provided hands-on support for the city-wide upgrade of 2,200 devices to Windows 11 and helped deliver security training to 200+ city employees.
- * Troubleshoot city device issues, resolved Windows 11 upgrade challenges, and assisted in migrating city users to a standard two-factor authentication (2FA) using security keys, Microsoft Authenticator, and Windows Hello sign-in.

Emergency Dispatcher/Coordinator

Apr. 2024 – Present

Bellevue College Public Safety Department

- * Maintain a calm and professional demeanor while responding to emergency calls, actively listening to concerns, assessing situations quickly, and providing clear instructions or solutions.
- * Utilize word processing, graphics, statistical, spreadsheet, and department software to maintain accurate records and files, ensuring compliance with Title IX, Clery, FERPA, and other applicable college regulations.

IT Lab Lead

Sept. 2022 – Apr. 2024

Bellevue College

- * Provide lab support to 20+ students and staff daily by assisting with software, printing, equipment use, and general technology troubleshooting.
- * Supervised student lab assistants, training, schedules, and executing tasks assigned by the IT Lab manager.

SKILLS

- **IT & Software Tools:** Active Directory, FreshWorks, InTune, ABM, Lansweeper, Meraki
- **Programming languages:** Java, C++, SQL, HTML, Python, JavaScript, CSS, C, ARM Assembly
- **Operating Systems & Environments:** Linux, macOS, Windows
- **Skills:** Typing speed over 100 WPM; Strong public speaking; Fast learner; Clear technical communication

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