

AH

Aniya Hicks

Professional Summary

B.S. candidate in Computer Game Design & Development with a Software Engineering minor and hands-on experience in C#, Unity, Java, JavaScript, SQL, and HTML. Focused on building game and software solutions through coursework, projects, technical support, and website administration, with strengths in troubleshooting, collaboration, and process improvement. Portfolio and project work are available through GitHub, and I'm seeking entry-level game development opportunities where I can apply my technical skills and creative problem-solving to build engaging user experiences.

Work History

Intellisoft Training Solutions - Pump Integration Support - Independent Contractor

Atlanta, United States

06/2025 - Current

- Support pump system integration projects by coordinating testing, configuration, and deployment activities to help ensure on-time delivery.
- Assist engineering teams with data collection, integration testing, and troubleshooting during implementations and system rollouts.
- Prepare integration guides, test reports, and technical documentation to improve clarity and support repeatable workflows.
- Communicate project status, escalate issues early, and collaborate with stakeholders to keep work moving efficiently.
- Developed and implemented customized training programs for diverse clientele.
- Conducted needs assessments to identify client training requirements and objectives.
- Technical help for 1500+ employees at Hospital

Finding Your Ase - Technical Lead

Union City, United States

01/2024 - Current

- Lead administration and technical strategy for the organization's website and digital platforms, improving reliability, performance, and

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📍 Union City, Georgia 30291

Websites, Portfolios, Profiles

- GitHub/<https://github.com/orgs/Aniya-Portfolio/repositories>
- Aniya Website/aniyawebiste.lovable.app

Skills

- C# (Unity)
- Java
- JavaScript
- HTML
- MySQL / SQL
- Troubleshooting
- Zendesk
- Microsoft Office (Excel, PowerPoint Certified)
- Software Development
- Website Management
- Report Generation
- Leadership
- Communication

day-to-day usability.

- Manage user access, content updates, and system configurations to keep information accurate and secure.
- Work with stakeholders to gather requirements and deliver technology solutions that streamline business processes and reduce manual work.
- Troubleshoot issues using root-cause analysis and implement long-term fixes to prevent repeat problems.
- Create technical documentation, procedures, and training materials to support consistent handoffs and smoother support workflows.
- Led cross-functional teams to enhance software development processes and ensure timely project delivery.
- Help manage technical difficulties for over 30 clients

Cruz & Associates, PC - Customer Service Specialist

Atlanta, United States

05/2018 - 06/2022

- Provided technical support for customer-facing online platforms, resolving access, account, and navigation issues.
- Maintained accurate system records, generated reports, and protected data integrity across business systems.
- Collaborated with internal teams to investigate and resolve technical and operational issues efficiently.
- Recommended and implemented process improvements that strengthened customer satisfaction and workflow efficiency.
- Provided exceptional customer support through phone and email communication.
- Serviced 50+ employees with technical issues and accounts

A & B Resources, LLC - Appointment Scheduling Specialist

Riverdale, United States

01/2015 - 06/2017

- Managed high-volume scheduling systems while maintaining accuracy, confidentiality, and operational efficiency.
- Supported customers with account inquiries, scheduling changes, and payment processing in a fast-paced environment.
- Collaborated with internal teams to resolve issues, identify workflow improvements, and improve service quality.
- Coordinated appointment schedules to optimize resource allocation and enhance client satisfaction.
- Manage different files and technical issues for over 25 clients

Languages

English

- Problem Resolution
- Team Collaboration

Education

05/2026

Kennesaw State University

Kennesaw

Bachelor of Science: Computer Game Design & Development, Software Engineering, Computer Science

- Relevant coursework: Program & Problem Solving I & II, Educational Game Development, Software QA & Analysis, Intro to Computing
- Applied technical skills: C#, Java, JavaScript, SQL, HTML through course projects and labs

01/2019

Benjamin Banneker High School

Union City

High School Diploma

Business and Investment Intro and Business Tech French 2 Work Base Learning

- Honor Roll 2018, Junior
- Honor Roll 2019, Senior