

Meghan OConnell

LOS ANGELES, CA

www.meghan-oconnell.com | **GitHub:** @mocodesss

Education

University of California, Berkeley | B. A. in Political Economy 2019

Santa Monica College | A. S. in Computer Science, *Honors* 2023

Relevant Coursework (*grade earned*): Database Essentials in AWS (A), Data Structures in Java (A), Database Concepts & Applications (A), Advanced Java Programming (A), Cloud Computing (A), Digital Logic (A), C Programming (A)

Experience

Clever, Inc. | **Technical Support Specialist; Customer Support Representative** April 2022 – present

- Consult with school district administrators and application partners to troubleshoot around data integrations, Google Admin / Microsoft Active Directory / Entra (Azure) identity provider and user management configurations; Single Sign-On (SSO) methods (SAML, OAuth1.0 and 2.0, third-party integrations), and mobile and desktop device issues.
- Serve as product expert for new SQL-based data ingestion rollout, communicating closely with engineering teams while troubleshooting ambiguous technical issues, establishing technical processes, and building documentation.
- Awarded “Customer Advocate” department-level award in H1 of 2024 for building trusting customer relationships through complex, high-stakes data ingestions, understanding stakeholders’ needs and hand-holding when necessary
- Spearhead documentation committee formation, leading team of 6 in automating, centralizing, and formalizing documentation processes, managing stakeholders and implementation across scaling Customer Support team.

Oakland Unified School District | **Instructional Support Specialist** February 2020 – July 2021

- Applied behavioral interventions and academic accommodations in-person and virtually through the COVID-19 pandemic, adapting to students’ challenges while keeping records for performance analysis and documentation
- Organized Disability Rights History Week, ensuring accessibility and practicality for students and teachers.

Udemy | **Business Development Representative Intern** June 2017 – August 2017

- Prospected and qualified 44 partnership leads to build out sales pipeline, smoothly transitioning leads to AEs.
- Won company-wide Hackathon: “Udemy for Non-Profits,” with a team of 4 colleagues across functions.

Projects

DuckDuckQuack App | Android Application 2024

Built with Android Studio, this application allows users to learn fun facts, see pictures, and donate a flock of ducks. Java was used to program the logic. An ArrayList was used to enable 'random' fact generation, and the Volley and Picasso libraries were used to pull and display images from the Random-d.uk API.

www.meghan-oconnell.com | Personal Website 2024

Website hosted on the cloud with an AWS S3 bucket and Route 53 as a DNS service. A clean and simple design build with HTML5 and CSS3 to store my projects, resume, and contact info.

An Investigation of Private Contributions to Schools and their Role in Perpetuating Economic and Racial Inequality in the U.S. | Data Analysis & Writing Sample 2020

An analysis of data from NYC's Local Law 171 of 2018—PA/PTA Fundraising Report on how private contributions to public schools can exacerbate inequalities. Cleaned and transformed data before using Tableau for the data visualization.

Skills

Programming Languages and Web technologies: Java, SQL, HTML5, CSS3, JavaScript, C

Tools & Platforms: JIRA, Salesforce, Amazon Web Services (AWS), Junit5, Postman, Android Studio, Slack, TablePlus, GitHub, Tableau