

LANDON RHODES

Pine Bluff, AR, 71603
870-510-6127 | landonrhodes9265@gmail.com

EDUCATION**University of Arkansas at Pine Bluff**

Pine Bluff, AR

Major: B.S Computer Science - Information Systems / GPA: 3.925**Expected Graduation:** May 2028**Relevant Coursework:** Calculus, Business Programming, Computer Science, Data Structures, Statistics, Special Topics/Networking, Human Behavior and Privacy**Certifications:** Google AI Essentials Certificate**TECHNICAL AND PROFESSIONAL SKILLS****Technical:** Microsoft 365, Windows PowerShell, Active Directory, C++, Python, OpenAI, Microsoft Copilot**Professional:** Project Management, Team Management, Public Speaking, Agile Framework (Scrum), Waterfall Framework, Lean Six Sigma Framework, Customer-Experience Optimization**WORK AND VOLUNTEER EXPERIENCE**

September 2025 - Present

TRIO Student Support Service (UAPB)

Pine Bluff, AR

Math Tutor

- Deliver instruction to 4–5 students weekly in College Algebra, Statistics, Pre-Calculus, Calculus, and Computer Science I (C++), reinforcing both mathematical and programming fundamentals.
- Achieve 100% student improvement (+1 letter grade) by tracking progress and adapting tutoring strategies to address learning gaps.
- Leverage Microsoft Copilot and OpenAI tools to streamline scheduling, organize tutoring sessions, and create instructional resources, improving efficiency and student communication.

Summer 2026

Pine Bluff Convention Center

Pine Bluff, AR

IT Intern (Hardware, Networking, and Audio Support)

- Performed system recovery and advanced troubleshooting on Windows workstations using Windows Recovery Environment (WinRE), Safe Mode, and Device Manager to diagnose and resolve hardware and driver-related issues.
- Assisted with access control administration in Active Directory by provisioning folder permissions according to organizational needs and security requirements.
- Performed IT asset management by cataloging computers, monitors, audio, and visual equipment, recording device identifiers and applying asset tags to support inventory control, asset accountability, and organizational security practices.
- Updated firmware and software on enterprise switches, routers, and wireless access points to improve network performance, maintain system reliability, and support current security standards.
- Fabricated, terminated, and tested custom Cat6 Ethernet cables using T568B standards, deployed HDMI-over-Ethernet audiovisual solutions, and installed structured network and audio cabling for the Pine Bluff Convention Center's 50th Anniversary celebration, delivering reliable, high-quality audio/video transmission and uninterrupted connectivity.

Summer 2025

AGD Associates

Little Rock, AR

Account Representative Intern

- Managed end-to-end customer service workflows for Fortune 500 clients, including Verizon and AT&T, by coordinating account setup, order processing, and service activation while ensuring accuracy and timely completion.
- Utilized CRM platforms to document customer interactions, monitor service requests, and track order status, maintaining accurate records and supporting issue resolution.
- Managed 80+ customer interactions daily by prioritizing tasks, maintaining detailed documentation, and applying strong organizational and problem-solving skills in a fast-paced environment.
- Collaborated with customers and internal teams to resolve service-related issues, communicate updates, and ensure a smooth onboarding experience.
- Consistently met performance objectives by improving workflow efficiency, maintaining high-quality customer support, and achieving monthly productivity goals (1–3 sales daily, ~80% monthly goal attainment).

Programmer/Electronics Technician

- Designed the code for the control system in correlation with the robot's limbs.
- Performed troubleshooting of any underlying problems with the robot's software.
- Assisted in the wiring of the robot with the battery and power distribution hub.

LEADERSHIP EXPERIENCE

Summer 2025

Bread for the World

Washington, DC

Student Advocate

- Participated in the 50th Annual Bread for the World Convention, representing one of 30+ schools nationwide in a national anti-hunger advocacy initiative.
- Participated in legislative discussions with Arkansas Senator John Boozman, U.S. Representative French Hill, and U.S. Representative Bruce Westerman to advocate for policies focused on reducing hunger nationwide.
- Advocated for hunger relief initiatives by drafting and sending targeted emails to state and federal legislators through Bread for the World during Summer 2025, promoting policies to reduce food insecurity globally.

ACTIVITIES AND HONORS

Activities: Member National Society of Black Engineers (NSBE) (2024 – Present) • Scholar, Science Technology, Engineering & Mathematics (STEM) Academy/ HBCU-UP (2024 – Present) • Alumni, UAPB Pride Academy (2024 – 2025)
• Member, Association for Computing Machinery (ACM) (2024 – Present)

Honors: Recipient, Arkansas Academic Challenge Scholarship (Four years) • Recipient, University Scholarship (Four years)
• Recipient, Alpha Phi Alpha Scholarship (2024) • Recipient, Gene Lyon Memorial Scholarship (2024)