ANDRE ROWE

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Adaptable and results-driven Computer Science graduate with hands-on experience in full-stack development, UX/UI design, IT support, and AI-powered solutions. Proven ability to provide high-quality technical assistance in fast-paced, high-pressure environments through a current role supporting enterprise users at NYU. Strong communicator and proactive problem solver with a passion for using technology to enhance efficiency, streamline operations, and deliver exceptional user experiences.

- Technical Support & Troubleshooting
- Full-Stack Development
- UX Research & Design
- Collaboration & Communication
- IT Service Management
- AWS, Azure & DevOps Tools

KEY PROJECTS

PROJECT VOLTA | **AI-Driven Battery Grid Balancing (Tesla)**

Built an AI-powered system to optimize residential battery usage, managing Tesla Power-walls to reduce peak demand.
- Leveraged TensorFlow and AWS IoT Core for predictive analytics and real-time decision-making.
- Achieved a simulated reduction of grid strain by 35% through intelligent battery management.

LOQL | **UX Design for Group Travel Mobile Application**

Designed and developed a user-friendly mobile travel app focused on local experiences and collaborative trip planning.
- Conducted comprehensive UX research, user journey mapping, and created high-fidelity prototypes using Figma.
- Enhanced user engagement by simplifying the planning process and facilitating seamless group interactions.

BAYOU ALERT | **Houston Flood Warning & Response System**

Developed a real-time flood alert web application using React, Python (Azure Functions), and Cosmos DB.
- Integrated live flood data from USGS API, NLP analysis for social media monitoring, and interactive Mapbox visualizations.
- Enhanced emergency response capabilities by providing dynamic, location-specific flood forecasts.

PROFFESIONAL EXPERIANCE

NYU LANGONE | **Technical Deployment & Support Engineer – Project Team**

Played a key role on the Projects Team, contributing to the end-to-end imaging, deployment, and upgrade of 1,000+ computers and mobile devices during NYU's Windows 11 migration across all hospitals, clinics, and facilities. Provided responsive technical support to faculty and staff, ensuring timely resolution of software, hardware, and connectivity issues throughout NYU's medical offices and departments.

- Provided technical support to more than 7,000 faculty and staff, consistently achieving an 85% same-day resolution rate for hardware, software, and connectivity issues, delivering support both remotely and on-site at critical NYU locations.
- Collaborated with IT and security teams to coordinate project timelines, conduct quality assurance checks, and optimize workflows for future device rollouts and system upgrades.
- Recognized for adaptability and proactive service, consistently ensuring a seamless experience for users and supporting the success of NYU Langone's digital infrastructure initiatives.

PITCH (Start-Up) | **Lead UX Researcher**

Spearheaded user research strategy for a collaborative presentation platform, focusing on usability and engagement.
- Conducted qualitative and quantitative research, including interviews, usability testing, surveys, and heuristic evaluations.
- Delivered detailed reports, personas, and journey maps to cross-functional teams using Figma and Miro.

EDUCATION

Bachelors of Science, Computer Science | Southern New Hampshire University

Associate of Arts, Liberal Arts | Kingsborough Community College

Tech Bootcamp, UX Design FT Immersive | General Assembly