ERIC SPENCER

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EDUCATION

Loyola University Chicago — Chicago, IL
Bachelor of Science in Computer Science, Minor in Information Systems — *Expected May 2026*
- Dean's List (since Fall 2023) | Mulcahy Scholar | Presidential Scholarship

EXPERIENCE

ITS Service Desk Technician — Jul 2024 – Present
Loyola University Chicago — *Chicago, IL*
- Resolve over 50 support tickets weekly, ensuring prompt and effective technical support for students and staff.
- Use Azure AD and business intelligence tools to verify identity and provision secure account access.
- Collaborate with backend infrastructure teams to investigate and resolve escalated incidents.

Software Engineering Intern — May 2025 – Aug 2025
CCC Intelligent Solutions — *Chicago, IL*
- Implemented full-stack defect resolutions in the B2B SaaS claims portal using Vue.js and Spring Boot.
- Built an interactive insurance claims dashboard enabling real-time data visualization for analytics.
- Wrote detailed pull requests and performed QA verification in a CI/CD development pipeline.

Software Engineer — May 2025
Loyola University Chicago, Department of Computer Science — *Chicago, IL*
- Developed a Spring Boot and Vaadin microwave simulator demonstrating TLA+ formal verification in action.
- Delivered a functional, interactive web app from concept to deployment within two weeks.

Software Engineering Intern — Jan 2025 – May 2025
EpiFinder Medical Solutions — *Chicago, IL*
- Automated HR data and permissions workflows using Google Apps Script, reducing manual work by 99%.
- Engineered an automated system to process 400+ email-based access requests in seconds.

Undergraduate Research Assistant — Apr 2023 – Aug 2023
Loyola University Chicago — *Chicago, IL*
- Researched AI interpretability by analyzing ChatGPT v3.0's understanding of advanced Java programming concepts.
- Co-authored documentation and streamlined experimental design for publication.

Honor Caddie — 2017 – 2024
Oak Park Country Club — *River Grove, IL*
- Delivered professional customer service and real-time decision support for players during 100+ rounds.

EXTRACURRICULAR LEADERSHIP

Vice President of Technology — Fall 2024 – Spring 2025
Loyola AI Club — *Chicago, IL*
- Led semester-long projects integrating machine learning, web development, and data visualization.
- Mentored students on Git workflows, project structure, and technical implementation best practices.

TECHNICAL SKILLS

Languages: Java, Python, JavaScript, TypeScript, Rust, Swift
Frameworks: React, Vue.js, Spring Boot, Vaadin, Flask
Technologies: PostgreSQL, Excel Scripting, Azure AD, Git, CI/CD, Google Workspace Automation

PROJECTS

Connect 4 Game Engine | *Python, TLA+*
- Developed a fully functional Connect 4 game featuring an AI opponent powered by the minimax algorithm with alpha-beta pruning for optimized decision-making.
- Implemented an interactive interface and heuristic evaluation function to simulate strategic, human-like gameplay.

AI Headshot Generator | *Next.js, Cloudflare R2, Stable Diffusion*
- Developed a full-stack platform that generates professional AI headshots from user uploads via API-only integration.
- Implemented secure file storage and user checkout flow optimized for low-latency performance.

CTA Transit Tracker | *Flask, Google Maps API, Scikit-Learn*
- Created a real-time dashboard visualizing Chicago Transit Authority bus/train data and predicting arrival times.
- Trained a regression model using traffic and weather data to improve ETA accuracy by 15%.