

Clara Fee

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Customer-facing technical support professional. 3.5 years of IT help desk experience, a CS degree, and bilingual English/Spanish. I care about translating between people and technology.

EDUCATION

Bryn Mawr College *Class of 2026*

B.A. in Computer Science & Spanish Literature, Minor in Film Studies. **CS Major Representative**

Bryn Mawr, PA

GPA: 3.82

SKILLS

Support & Communication: Ticketing systems, cross-platform troubleshooting, documentation, training non-technical users

Spoken Languages: English (Native), Spanish (Professional proficiency)

Programming: Java, Python, C, JavaScript

Web/Tools: HTML/CSS, React, WordPress, Git, Gradescope, Adobe Creative Suite

WORK EXPERIENCE

IT Help Desk Student Manager (Tech Lead)

Jan 2023 – May 2026

Bryn Mawr College IT Help Desk

Bryn Mawr, PA

- Resolved 300+ support tickets per semester for students, faculty, and staff across hardware, software, accounts, and educational platforms
- Served as Tech Lead and escalation point for the help desk team, handling more complex tickets
- Diagnosed issues across a wide range of operating systems, devices, and ticketing/support software, translating fixes into simpler guidance for non-technical users

Undergraduate Teaching Assistant

Jan 2023 – May 2026

Bryn Mawr College Computer Science Department

Bryn Mawr, PA

- Held weekly one-on-one and group help hours across three CS courses, guiding students through debugging and problem-solving; explained programming fundamentals to first-time programmers
- Administered educational technologies including Gradescope and custom JUnit-based autograders

Digital Humanities & Web Design Intern

June 2025 – December 2025

The Ticha Project @ Haverford College Digital Scholarship

Haverford, PA

- Gathered requirements from a diverse, largely non-technical stakeholder group (history scholars, linguists, Indigenous community members, and librarians) and translated their needs into a new WordPress site
- Applied accessibility standards and UX principles so the site served its actual community of users, improving content management workflows for non-technical contributors

Software Analysis Research Intern

June 2025 – August 2025

Bryn Mawr College Computer Science Department

Bryn Mawr, PA

- Developed an automated unit test generation pipeline using a neural editing model; evaluated bug-finding against 854 real-world Java bugs, improving on state-of-the-art performance

Undergraduate Teaching Assistant

Jan 2025 – May 2025

University of Pennsylvania School of Engineering

Philadelphia, PA

- Provided personalized tutoring and project support to 75+ students in CIS 3500 Software Engineering
- Collected and compiled student feedback for the professor, improving clarity of assignment instructions

NSF REU Research Intern

June 2024 – August 2024

Brown University Visual Computing Lab

Providence, RI

- Helped design an ML pipeline generating 2D image variations (doi.org/10.26300/48yn-p546); built a 2,000+ image training dataset via a custom semantic segmentation algorithm

LEADERSHIP & COMMUNITY ENGAGEMENT

Station Manager & Website Designer

Spring 2022 – May 2026

WHRC Radio Club at Bryn Mawr & Haverford Colleges

- Led station operations: equipment management, website maintenance, and onboarding/training of new members, including writing training documentation for non-technical DJs
- Hosted a weekly radio show and coordinated with campus music organizations for on-air programming

Budget Manager & Head of Fundraising

Fall 2023 – May 2026

Batten House Sustainability Co-Op

- Managed \$3,000 annual budget; coordinated mutual aid initiatives raising \$8,000+ for local nonprofits

PROJECTS & PORTFOLIO

To view my portfolio and side projects, please visit my website at clarafee.com/portfolio/.