

RACHEL L. BURNS

ACCELERATED B.S SOFTWARE ENGINEERING & M.S AI ENGINEERING STUDENT

Seeking Remote Work Internship & Mentorship | Wausau, WI | (262) 666-0444 | dossier@xrachelburns.com

Portfolio: <https://xrachelburns.com> | GitHub: github.com/xrachelburns | [linkedin.com/in/xrachelburns](https://www.linkedin.com/in/xrachelburns)

PROFESSIONAL PROFILE

Software Engineering student pursuing an accelerated B.S. in Software Engineering at Western Governors University, with plans to continue into an M.S. in AI Engineering. Focused on cybersecurity, cloud computing, networking, and secure application development. Hands-on experience building responsive web applications and completing technical projects in network design, traffic analysis, databases, and security fundamentals. Expanding practical knowledge through Google, Cisco Networking Academy, and AWS training. Brings several years of high-volume customer service experience, calm problem-solving under pressure, accurate transaction handling, and clear communication. Seeking software engineering, cybersecurity, IT, networking, or cloud internships and entry-level opportunities. Open to remote and hybrid work and willing to commute or relocate to Wausau, Wisconsin.

TECHNICAL SKILLS

Security & Networking: Cybersecurity fundamentals; secure application development; TCP/IP; subnetting; VLANs; DHCP; DNS; NAT/PAT; Wireshark; network security controls

Development: HTML5; CSS3; JavaScript; responsive web design; accessibility; Git; GitHub; debugging; source control; secure coding concepts

Cloud, Data & Methods: AWS Cloud fundamentals; Cisco networking; SQL; relational databases; RDBMS; Agile; Scrum; requirements analysis; technical documentation

Professional: Customer service; problem-solving; teamwork; communication; organization; adaptability; sales; POS and order entry; Microsoft Office; Google Workspace

TECHNICAL PROJECTS

ABC Fitness Studio Responsive Website

Designed and developed a responsive, multi-page fitness studio website using HTML, CSS, and JavaScript. Built consistent navigation and Home, Gallery, About Us, Memberships, and Contact pages for desktop and mobile layouts. Applied semantic structure, accessibility, visual hierarchy, form design, responsive breakpoints, and browser storage concepts. Published the working site through GitHub Pages and organized source files for portfolio presentation.

GreenLeaf Organic Foods Network Design

Evaluated requirements for a multi-site organization and proposed a scalable network design for headquarters and warehouse operations. Planned IP addressing, subnetting, VLAN segmentation, DHCP, DNS, NAT/PAT, wireless access, guest isolation, security controls, and redundancy. Compared vendor options and documented recommendations with attention to cost, scalability, reliability, and total cost of ownership. Applied Wireshark concepts to interpret TCP handshakes, HTTPS traffic, and DHCP communication.

SQL & Database Coursework

Practiced relational database design and SQL using tables, keys, constraints, joins, common table expressions, UUIDs, and data-integrity rules. Evaluated NOT NULL, UNIQUE, CHECK, and foreign-key constraints and considered portability and vendor lock-in. Translated business requirements into structured queries and documented technical reasoning clearly.

PROFESSIONAL EXPERIENCE

Bartender

Club 51 | Mercer, WI | Jun 2025 - Jun 2026

- Built lasting guest relationships through attentive service, reliable follow-through, and recognition of customer preferences.
- Managed payments, guest requests, bar operations, dining-room support, and event service during fast-paced, high-pressure shifts.
- Maintained accuracy, cleanliness, and organization while personal sales frequently exceeded \$1,000 during busy nights.

Bartender / Server

The Boathouse | Minocqua, WI | Mar 2023 - Oct 2025

- Increased sales through product knowledge, personalized recommendations, and thoughtful upselling.
- Opened and closed the bar, balanced competing priorities, maintained organized work areas, and delivered calm, accurate service.
- Coordinated effectively with guests, coworkers, kitchen staff, and management to resolve issues and keep service moving.

Server

Norwood Pines Supper Club | Minocqua, WI | Aug 2025 - Mar 2026

- Delivered polished American supper-club service while balancing speed, accuracy, professionalism, and attention to detail.
- Supported seating, order entry, food and beverage service, table resets, and dining-room organization while communicating across teams.

EDUCATION

Accelerated B.S., Software Engineering

Western Governors University (WGU) | 2026 - Present

College Radio & Digital Communication Coursework

Columbia College Chicago | 2014 - 2017

General Education Coursework

Fort Lewis College | 2012 - 2014

TRAINING

- Introduction to Python, Java, Computer Science 303, Web Development, Software Engineering
- Professional Scrum Master™ I (PSM I), AWS Certified Cloud Practitioner (CLF)