

# STEVEN FITZGERALD

stevenfitzg@gmail.com • (914) 329-9913 • linkedin.com/in/stevenafitzgerald

## OBJECTIVE:

Computer science graduate from Syracuse University looking to bring strong software engineering fundamentals to Major League Baseball's technology team and contribute to the data and analytics platforms that are shaping the evolution of the game within a collaborative, innovative environment.

## EDUCATION:

**Syracuse University**, College of Engineering and Computer Science  
Bachelor of Science – Major in Computer Science

May 2025

## SKILLS:

- Languages: Python, Java, JavaScript, TypeScript, HTML, CSS, C, C++, Haskell
- Frameworks/Tools: React, Node.js, Git, SQL
- Proficient in Google Suite and Microsoft Suite
- Thrive in team environments, both as a member and a leader
- Effective and consistent communicator

## LEADERSHIP EXPERIENCE:

**Vice President of Membership**, *Kappa Kappa Psi National Fraternity, Eta Phi Chapter*, Syracuse, NY

May 2023 – May 2024

- Planned, organized, and executed 13 recruitment events involving icebreakers, field games, and other activities
- Outlined full semester calendars, syncing schedules with university, band, and chapter members to ensure optimal participation
- Crafted impactful lesson plans for Membership Candidates, fostering understanding of the organization's ideals through engaging weekly meetings

**Section Leader**, *Syracuse University Marching Band*, Syracuse, NY

August 2022 – May 2025

- Served on leadership team along with 1-2 others from each section in band
- Strengthened section understanding of proper marching and playing technique according to the standards outlined by band staff
- Resolved logistical issues through effective communication with section members, fellow leaders, and band staff

**Eagle Scout**, *Scouts BSA*, Yorktown, NY

May 2020

- Planned, organized, led, and executed construction of an 80-foot-long trail boardwalk in FDR State Park for Eagle Project, culminating seven-year tenure in the Boy Scouts

## WORK EXPERIENCE:

**MLB Data Operator**, Syracuse, NY

February 2026 – Present

- Collect and enter real-time game data including pitch tracking, player statistics, and play-by-play information during live MiLB games
- Ensure accuracy of data submissions using proprietary league software and internal communication protocols
- Operate under time-sensitive conditions to consistently provide game data without errors or delays
- Conduct post-game data review processes to verify completeness and accuracy of submitted data

**Installation Helper**, Syracuse, NY

November 2025 – January 2026

- Assisted Geek Squad agents with in-home tech installations/setups, focused on home theater systems and audio devices
- Provided great customer service, ensuring client satisfaction and comfortability throughout the service

**Taco Bell Shift Supervisor**, Mohegan Lake, NY

June 2023 – December 2024

- Oversaw and directed a team of 5-7 during shifts, ensuring efficient operations and high-quality service
- Analyzed forecasted sales to manage inventory levels, minimizing waste and optimizing stock to meet demand
- Resolved customer complaints promptly and effectively through use of customer service and communication skills, maintaining a high level of customer satisfaction
- Conducted hands-on training for new team members on Taco Bell's procedures, policies, and customer service standards

**Syracuse University Student Tour Guide**, Syracuse, NY

December 2021 – May 2025

- Conducted guided tours of campus for groups of 25-35 prospective students and family members, providing detailed information about academic programs, facilities, and campus life
- Adapted communication style to resonate with a variety of audiences, including prospective students, parents, and prospective employees by recognizing and capitalizing on most relevant information for each group

**Taco Bell Team Member**, Yorktown, NY

March 2019 - August 2022

- Provided exceptional customer service by taking orders accurately, answering questions, and ensuring a positive dining experience
- Prepared and assembled orders according to Taco Bell's standards, maintaining quality and presentation