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Objective:

Highly motivated and adaptable Full-stack Technologist with a growth mindset, seeking a role as a Web Developer or Data Analyst where I can leverage my skills in web development, software engineering, and data analysis to drive innovative solutions and contribute to organizational success. Eager to collaborate on challenging projects and embrace continuous learning opportunities in a dynamic and forward-thinking organization.

Skills:

- Web Development: Expertise in HTML, CSS, and JavaScript, with experience developing and maintaining websites.
- Programming Languages: Proficient in Python, utilized to build data analysis scripts and automate repetitive tasks.
- Data Analysis: Skilled in SQL, Excel, and Microsoft Access, with a track record of deriving valuable insights from complex datasets.
- Version Control: Familiarity with GitHub, employed for collaborative software development and version management.
- Agile Methods: Knowledgeable in Agile practices, effectively adapting to project requirements and delivering iterative solutions.

Certifications:

Web Development(HTML, CSS, Javascript, Bootstrap, React), Python, Data Analysis(SQL, Excel, Microsoft Access), Github, GitBash.

Work Experience:

Technical Solutions Manager, Nexart / Heivision, Brooklyn, NY

[Dates of Employment: 2018 - 2020]

- Led development and implementation of technical solutions for clients, driving efficiency and customer satisfaction. Increased customer satisfaction by 15% by streamlining the technical support process.
- Trained team members in technical support procedures, enhancing support quality and reducing average resolution time by 20%.
- Collaborated with sales teams to propose tailored technical solutions, resulting in a 10% increase in new customer acquisitions.
- Streamlined internal processes for optimized problem resolution, reducing overall support costs by 12%.

Sales and Technical Support Specialist, Heivision, Fresh Meadows, NY

[Dates of Employment: 2013 - 2017]

- Assisted customers remotely in setting up networks, IP cameras, DVRs, and NVRs, maintaining a 95% customer satisfaction rate.
- Provided expert guidance on network configuration and troubleshooting, resolving technical issues for an average of 25 customers per day.
- Maintained inventory databases for efficient order processing, reducing inventory errors by 90%.
- Regularly updated company websites with new inventory information, ensuring accurate and up-to-date product descriptions for customers.

Employment Gap Explanation:

From 2020 to Current, I have been proactively investing time in professional development and continuously refining my skills in web development, programming, and data analysis. During this period, I earned certifications in HTML, CSS, JavaScript, Python, SQL, and data analysis, mastering the latest industry tools and techniques. This commitment to ongoing learning and skill enhancement has prepared me to excel in a Web Development or Data Analyst role, and I am now eager to contribute my expertise and drive innovative solutions in a dynamic and forward-thinking organization.

Education:

Associate's Degree in Business Administration
Monroe Community College, Rochester, NY
[Year of Graduation: 2021]