


CHRIS SCHMITZ

 San Antonio, TX

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Software Engineering Student dedicated to improving skills through hands-on learning and development work. With work experience in Technical Support and Operational Management. Personal and school projects: web based projects in HTML/CSS/JavaScript as well as desktop applications in Java. Well-organized and collaborative team player with strong communication and analytical abilities. Looking forward to continue learning about the software development lifecycle and producing clean code.



Skills

- Network troubleshooting, Desktop and Application Support
- Operations and Project Management
- Ticket support system management
- Programming knowledge in : Java, Python, HTML, CSS, JavaScript
- Data analysis



Work History

2021-08 - Current



OPERATIONS TEAM MANAGER

IBEX Global, San Antonio, Texas

- Implemented process improvement to shape organizational culture, optimize procedures for higher efficiency and help company evolve and grow.
- Reduced process bottlenecks by training and coaching employees on practices, procedures and performance strategies.
- Kept detailed records of daily progress to identify and correct areas needing improvement.
- Resolved staff member conflicts, actively listening to concerns and finding appropriate middle ground.
- Worked with IT department to address technology issues and shortfalls.



SENIOR LEVEL TECHNICAL SUPPORT REPRESENTATIVE

IBEX Global, San Antonio, Texas

- Worked with software development team on reported errors and bugs on newly released software and assisted in deployment of release fixes.

2020-08 - 2021-07

2016-03 - 2020-05

- Resolved diverse range of technical issues across multiple systems and applications for customers and end-users across various time zones.
- Managed over 40 Customer calls per day. Performing in the top 5% of the department.
- Assisted with updating technical support best practices for use by team.
- Managed high levels of call flow and responded to IOS and MacOS technical support needs.
- Collaborated with supervisors to escalate and address customer inquiries or technical issues.
- Monitored systems in operation and quickly troubleshoot errors.

Delivery and Logistics

Menards, Bradley, IL

- Used customer service skills to help guests locate and load products, as well as answered any questions guests had about our products.
- Organized purchase and delivery of materials needed for various contracts.
- Handled between 10-20 deliveries per day.
- Collaborated with shipping department staff to facilitate smooth materials returns to correct vendors.
- Generated documentation and information required for customer shipments.
- Maintained excellent working relationships with customers by efficiently responding to inquiries and complaints concerning work orders, invoices and shipments.

2020-05 - Current



Education

Bachelor of Science: COMPUTER SCIENCE

WESTERN GOVERNORS UNIVERSITY - Remote