

# ***Bryan Wise Jr***

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## ***Objective***

To acquire a position with an opportunity to grow in an organization where advancement is based upon skills and contributions.

## ***Skills Summary***

- Strong customer service and client relationship skills.
- Motivated self-starter with an aptitude for learning new skills quickly.
- Talented and determined individual who accomplishes results.
- Proven skills in leadership, communication, and problem solving.
- Adaptable person with strong multi-tasking abilities.
- Object-Oriented design, MERN Stack, MVC, Agile Project Management

## ***Technology Summary***

Visual Studio, C, C++, C#, Java, Javascript/JQuery, XML/HTML, CSS, React/Redux, Python, Ajax, Nodejs, Express/Handlebars, MySQL, MongoDB, MS Office Suite.

## ***Education***

**Bachelor of Science, Computer Engineering** 2017

**Minor: Information Technology**

University of South Florida, Tampa, FL, GPA: 3.4

**A.A., Math and Science** 2007

Daytona State College, Daytona Beach, FL, GPA: 3.4

- Dean's List three semesters

**H.S. Diploma, General Education** 2007

Flagler Palm Coast High School, Palm Coast, FL, GPA: 3.5

- Dual enrolled in college and obtained while in high school

Who's Who of American High School Students

National Honors Society for High School Students

Awarded Bright Futures Scholarship.

## ***Work Experience***

*Nextech, Tampa, FL.*

*10/2017 - 03/2020*

### **Product Support**

- Worked with various doctors on integrating Nextech's cloud-based software into the practice.
- Assisted clients via remote access to their personal and/or business computers showing an extreme amount of trust clients had in me to correct their problems or walk them through software procedures.
- Integrated diagnostic equipment used in the medical professions to the electronic health records system we provided.
- Worked with HL7 to securely integrate our EHR system to various practice management software including one we managed.
- Interacted with customers extensively to ensure they were compliant with MIPs per government orders.

*ACI, Palm Coast, FL.*

*12/2013 - 08/2017*

### **Technical Support**

- Performed all aspects of customer support, including answering telephones, coordinating special promotions, and providing details for products and services
- Assisted clients via remote access to their personal and/or business computers showing an extreme amount of trust clients had in me to correct their problems or walk them through software procedures
- Handled inbound sales duties, including order entry processing and fulfillment
- Consistently provided excellent, informed customer service and maintained strong reliable work ethic
- Resolved billing questions and disputes, initiated customer calls, and performed data entry
- Interacted with customers extensively to maintain customer satisfaction
- Provided product information, pricing, quotations and delivery information to customers

*Convergys Corporation-Charter Account, Lake Mary, FL.*

*05/2012 - 12/2013*

### **Customer Service**

- Relieved on each helpdesk area, rapidly refining both technical expertise and communication talents that prompted several offers to supervise the area in the absence of senior personnel.
- Provide troubleshooting for high speed internet
- Confirm technician appointments
- Process packages and shipping for internet equipment
- Performed all aspects of customer service and satisfaction, including answering busy multi-line phone systems, coordinating special promotions, and providing detailed information for various products.
- Consistently provided excellent, informed customer service and maintained a strong reliable work ethic.

*Palm Coast Data, Palm Coast, FL*

*2010 - 2012*

### **Account Representative**

- Processed orders, maintained customer relations, handled complaints and adjustments for over 2,500 magazine titles and products.
- Assessed client needs and recommended appropriate products or modifications.
- Accepted increasing responsibility demonstrating flexibility and ability to learn quickly and to multi-task exceptionally.
- Received rapid promotions by consistently obtaining results which exceeded expectations.

## ***References***

References Available upon request