STEVEN JONES

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EDUCATION

Tennessee State University   Nashville, TN
BS Computer Science *GPA: 3.8*   Jan 2015 - Dec 2018

Nashville State Community College   Nashville, TN
AAS Computer Information Systems   Aug 2008 - May 2013

WORK EXPERIENCE

Asurion   Nashville, TN
Technical Consultant ATT   September 2019 - Present

- Repair customer devices by replacing broken screens or defective batteries in their phones.
- Assist customers with filing claims on their damaged devices.
- Provide a positive experience for every customer represented by high net promoter scores.
- Brought store repair time down from an hour to under thirty minutes by identifying faster repair methods.
- Designed a website to make the monthly cycle count process faster and easier for in-store employees.

Tennessee State University   Nashville, TN
Lab Technician   Aug 2017 - Dec 2018

- Completed work orders requested for the 70+ computer labs at Tennessee State University.
- Managed the upgrade from Windows 8.1 to Windows 10 across all lab computers.
- Learned Batch and PowerShell scripting to automate the installation of software in labs.
- Setup computers as requested for university events.
- Repaired and supplied all lab printers when work orders were submitted.

SKILLS

Languages:	C#, Java, C++, Javascript, HTML, Python
Frameworks:	Selenium, Node.JS, EmguCV
IDE/Editors:	VS Code, Visual Studio, IntelliJ, Android Studio, Xcode

PROJECTS

Cycle Count Helper *HTML, Javascript, Bootstrap, JSBarcode*
A web-page that lists all of the tool SKUs that need to be scanned when doing the monthly cycle count. The page contains a picture of each tool, the bar-code SKU to be scanned, and an expected quantity for the store.

Twitch Stream Enhancement System *C#, EmguCV, Arduino*
Integrated Twitch.tv donations, subscriptions, and cheers to the physical world around the streamer by inflating and popping a balloon.

Lab Technician File Server *Windows Server 2012*
Lab technicians needed a place to store the necessary files for automated install scripts. Seeing a need I decided to fill it by creating a campus-wide file server only accessible by lab technicians.