Steven Jones

Nashville, TN · steve@confrigid.com · 615-973-6193 · github.com/confrigid

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 AT&T — September 2019 - Present

- Repaired customer devices by replacing broken screens or defective batteries in their phone.
- Assisted customers with filing claims on their damaged devices.
- Worked with my team to create talk tracks and process enhancements to provide the best customer service possible.
- Shared repair skills, tips, and tricks to coworkers to bring device repair times down from more than an hour to under thirty minutes.
- Designed a website to increase efficiency of the monthly cycle count process, making it faster and easier for in-store employees to complete.
- Created multiple technical guide articles to assist in-store technicians across all AT&T stores with repair and equipment issues.

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

- Completed work orders as requested for more than 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
Frameworks: Selenium, Node.JS, OpenCV
IDE/Editors: VS Code, Visual Studio, IntelliJ, Android Studio, Xcode
Other Software: Adobe Photoshop

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. Additionally converted the web-page into a Chrome extension for ease of use and ease of updating when new tool SKUs were introduced.

Twitch Stream Enhancement System *C#, EmguCV, Arduino*
Integrated Twitch.tv donations, subscriptions, and cheers to the physical world around the streamer. This was achieved by using an Arduino, an air tank, and a solenoid valve to inflate a balloon based on the amount each donation, subscription, or cheer contained. The idea of the project was to allow viewers to see their digital contributions influence an object around the streamer by inflating a balloon which could simply pop or contain a prize for whoever the last contributor was.

Lab Technician File Server *Windows Server 2012*
Lab technicians needed a place to store the necessary files for automated install scripts. Seeing this need, I decided to create a campus-wide file server to give the lab technicians that place to do their job more effectively. Using old hardware that was being recycled I salvaged a solid server setup and had the server running within a day at no cost.