

# STEVEN JONES

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## EDUCATION

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**Tennessee State University**  
BS Computer Science *GPA: 3.8*

Nashville, TN  
Jan 2015 - Dec 2018

**Nashville State Community College**  
AAS Computer Information Systems

Nashville, TN  
Aug 2008 - May 2013

## WORK EXPERIENCE

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**Asurion**  
*Technical Consultant ATT*

Nashville, TN  
September 2019 - Present

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

**Tennessee State University**  
*Lab Technician*

Nashville, TN  
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

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Tech Stack: C#, Java, C++, Javascript, HTML, NodeJS

## PROJECTS

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**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 this need, I decided to create a campus-wide file server to give the lab technicians that place to do their job more effectively.