

Conner Duffy

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🏠 Renton, WA 98059

Education

Washington State University *Pullman, WA*

Aug 2013—Dec 2017

- B.S. Computer Engineering. 3.45 GPA
- Computer Science Minor

Experience

Schweitzer Engineering Laboratories *Pullman, WA*

May 2016—Feb 2018

Engineering Intern

Testing Automation

- Designed Python scripts to control testing instruments using SCPI commands.
- The scripts verified the product's ability to withstand damages from heat and vibration.
- Simplified testing by adding a user Interface with the Qt framework.

SD Card Reliability

- Repeated program-erase cycles to test the reliability of SD cards using C++ and QNX.
- Results used to confirm performance claims and choose the best card for the product.
- Thoroughly read specification documents and firmware to successfully debug error messages.
- Familiarity with collaboration software: JIRA, Confluence, and Bitbucket.

RE-PC *Tukwila, WA*

Mar 2019 – Mar 2020

Electronic Recycler

Warehouse

- Assisted customers with their recycling drop off and technical questions.
- Securely prepared pallets of TVs, computers and printers for transportation.
- Adapted procedure to handle an influx of customers.
- Accelerated the testing of monitors using a python script to extract the specifications.

Online Store

- Worked in a small team of three selling electronics on eBay.
- Independently tested, cleaned, photographed and listed items to their online store.
- Analyzed the price of current and previous listings to stay competitive in the market.
- Efficiently managed the inventory of hundreds of unique items despite space constraints.

3DBioCAD *Renton, WA*

Mar 2020 – Present

Technical Support

Dental Support

- End user support for 3Shape dental scanners and dental CAD/CAM software.
- Assisted dental staff with questions and issues over the phone and with remote access software.
- Documented solutions and customer interaction to increase transparency within our team.
- Simplified technical jargon to a straightforward terminology relevant to their situation.
- Trained new customers to use the equipment tailored to their personal experience and background.
- Troubleshooted common networking restrictions with antivirus, ports, VPNs and user permissions.

IT

- Promptly Installed, upgraded and configured computers for new and current employees.
- Managed the Jive phone systems dial plans, call queues, extensions and software integration.
- Resolved internal technical issues relating to networking, printers, phones and software.
- Routinely backed-up the server and maintained networking equipment to prevent outages.