Richard Kimball

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Detail-oriented and flexible technical analyst and problem solver is able to troubleshoot multiple platforms. Experience writing and analyzing code in multiple languages, developing web pages, SEO tools, and database building. Proven ability to provide both technical and professional assistance with clear, transparent, and thoughtful communication.

SKILLSET OVERVIEW

- JavaScript
- HTML
- Linux
- PHP
- C++

- Ability to multitask
- Detail-oriented
- Communication
- Troubleshooting bugs
- SEO rankings

- Patience
- Database building
- USDA gene database (BLAST)
- MYSQL

PROFESSIONAL EXPERIENCE

FEBRUARY 2020 – APRIL 2020

QA Game Tester**|** 2K **|** Las Vegas, NV
- Using databases to report found bugs
- Testing repeated games and or mechanics to find bugs
- Resolving in-game issues using varying troubleshooting applications and techniques
- Testing multiple titles on various systems
- Making sure bugs reported are being attended to by the developer

NOVEMBER 2018 – FEBRUARY 2020

Tech Support Agent**|** SONY ENTERTAINMENT INTERACTIVE **|** Las Vegas, NV
- Using PACMAN and ATLAS to help better recover PlayStation accounts
- Troubleshooting Playstation software and hardware issues to resolve client complaints
- Researching product matrices to provide accurate client information
- Resolving in-game issues using varying troubleshooting applications and techniques
- Assisting management with new employee training using proper policy and procedures
- Ranking in the top #1 and #2 for client resolution and satisfaction metrics

JUNE 2015 – AUGUST 2015

Research Service Intern **|** UNITED STATES DEPARTMENT OF AGRICULTURE **|** Berkeley, CA
- Installed Operating systems such as Linux, Ubuntu, and Linux Mint
- Maintained databases for grain nuckeotides using BLAST
- Cataloged Information using the MySQL, Grain Genes database
- Created web pages using HTML, JavaScript, and PHP

EDUCATION

Bachelor of Science | computer science | 2021 College of Southern Nevada
Current enrollment:

- *CompTIA Informational Systems, - certification pending*

- *COMPTIA NETWORKING + - CERTIFICATION PENDING*