

## \* Web Application Developer

## \* Technical Support

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### Experience

#### **SOFTWARE DEVELOPMENT BOOTCAMP, THE TECH ACADEMY; Austin, TX.**

Dec. 2018 - Present.

*An immersive software development program designed to produce well-rounded, industry-ready technology professionals.*

##### **Topics Covered:**

- Computer Science- Transfer protocols, algorithms, data storage, cloud computing
- Web Development- HTML/CSS, Bootstrap, JQuery, JavaScript, Python, SQL
- Git version control & Linux shell command line interfacing
- SCRUM Project Management, and Application Lifecycle Management

#### **FIELD INSTALLATION TECHNICIAN, SYNCHRONET; Bremen, GA.**—Sept. 2018 - Dec. 2019

*Commissioning, provisioning, and testing a diverse array of telecommunication equipment.*

##### **Duties include:**

- Configuring and installing fiber optic transport devices in data centers across the country
- Site verification testing for redundancy, equipment backplanes, and slot and chassis switching
- Network troubleshooting and debugging in PuTTY over SSH

#### **SUPPORT ANALYST, LAUNCH CONSULTING; Bellevue, WA.**—Jan. 2018 - July. 2018

*Support for Microsoft's internal inventory asset management tool- GLIMR.*

##### **Duties include:**

- Troubleshooting user/system errors, providing assistance to GLIMR users across the world
- Testing for software bugs and logging in product back log
- International subsidiary creation and integration into the GLIMR tool

##### **Accomplishments:**

- Designed support templates that were implemented by the GLIMR Support team
- Promoted client satisfaction through timely and engaged responses
- Established a reputation of excellence for Support among the international user base

#### **DASH TEAM BUILDER, DOORDASH; Seattle, WA.**—Aug. 2017 - Dec. 2017

*Versatile leadership role with an emphasis on client relations and sales.*

##### **Duties include:**

- Manage the Seattle market in real time, orienting and providing on-demand support to drivers
- Managing schedules for the Mountain region team builders
- Interviewing and training new-hire Team Builders nationally

##### **Accomplishments:**

- Led the Mountain Region in drivers that scheduled after activation;
- Implemented support & sales strategies that grew the Seattle market 60% in six months
- Guided the Tacoma launch, making it one of the fastest growing markets nationally

**BRAND AMBASSADOR, 2020 COMPANIES; Houston, TX.** —August. 2015 - July. 2016  
*Product demonstration, sales, and customer service on behalf of JBL, FitBit, Garmin, and Microsoft.*

**Duties include:**

- *Manning in-store displays, training associates, customer service and sales*
- *Gathering sales data and customer feedback on the product*

**Accomplishments:**

- *Averaged the highest sales on my team with high priced electronics*
- *Trained employees from every Verizon store in Houston on JBL headphones*

**ASSISTANT SOUND ENGINEER, BARNSTORMERS STUDIOS; Austin, TX.** —Jan. 2015 - Aug. 2015

*Assisted in daily operations of a local Austin recording studio.*

**Duties include:**

- *Set up for performances including level monitoring and live mixing*
- *Recording, editing, and mastering albums songs by local artists*

England:

**PRODUCER/DJ, KRAZYHOUSE; Liverpool, England** —April. 2014 - Jan. 2015

*Worked as a night club DJ while learning music production and collaborated with local artists.*

China:

**DJ, EMMY'S NIGHTCLUB; Foshan, Guangdong** —Oct. 2013 - Feb. 2014

*Apprenticed under a veteran DJ learning how to establish atmosphere and engage audiences.*

**ENGLISH TUTOR, KOALA ENGLISH TRAINING; Foshan, Guangdong** —Oct. 2013 - Feb. 2014

*Tutored elementary and middle school English.*

**LEAD ENGLISH TEACHER, BAMBINO ENGLISH PLAYSCHOOL; Shanghai** —June. - Oct 2013

*Instrumental in establishing Bambini Playschool's brand for their Shanghai launch. Interviewed and trained new hire teachers, led children and parents through exciting English games.*

**ENGLISH TEACHER, NAN HAI KINDERGARTEN, Foshan, Guangdong** —Aug. 2011-Jan 2013

*Created lesson plans, came up with engaging ways for children to learn English, addressed parents' concerns and provided feedback.*

Education

**University of Houston; Houston, TX.** Liberal Studies Concentrations: Computer Science, Music, Chinese 2015-2017

**Berklee College of Music; Boston, MA.** Music Business- 2007 - 2009