

Davante McConnell

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Objective

I am a current student at Western Governor's University pursuing a B.S. in Software Engineering (Java track). I'm passionate about problem solving, creating, and providing a seamless experience for end-users/clients in technical roles.

Experience

Drake Software | CSR/Tech Support

11/2023-Present

- Provide frontline technical support to 70,000+ tax software end-users via VoIP.
- Gather information from end users to log and track calls using a Call Log database.
- Access and retrieve troubleshooting solutions from an internal Knowledge Base.
- Resolve a variety of technical issues from users experiencing problems with hardware, software, and networking.

BMW Manufacturing Co. | Production Associate

03/2020-06/2023

- Provided Quality Inspection and Control during the production phase of luxury vehicles.
- Minimized visual defects in pre-painted vehicles to maintain product integrity and increase customer satisfaction.
- Collaborated as part of a team dynamic to problem solve defects and offer preventative solutions on 550+ pre-painted cars per shift with an emphasis on Lean Manufacturing.

Education

Western Governor's University

2023-2027

Major: B.S. Software Engineering

Relevant Coursework: Introduction to IT, Systems Thinking, Web Development Foundations.

Skills & abilities

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|--------------------------|---------------------|-------------------------------|
| • BLS – AHA | • VoIP | • Customer Experience |
| • Troubleshooting | • HTML | • Employee Training |
| • Software Installation | • CSS | • Interpersonal Communication |
| • Software Documentation | • Technical Support | • VDI |
| • Data Entry | • Microsoft Office | • Tax Software |
| • Call Logging | • Research | • Production |