David Alkhafaji

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EXPERIENCE

Animal Care Technologies, Denton, TX — *IT Support Tech*

May 2020 - Present

- Engaged in professional phone to phone conversations, helping customers troubleshoot various issues; such as company software on servers.
- Learned particulars of Practice Management Software functionality (PiMS) and other various UI's.
- Responsible for creating database backups from customer servers, and uploading to company ftp.
- Part of six different support staffs during tenure, being an important member and leader in each.

Animal Care Technologies, Denton, TX — *Quality Assurance*

July 2018 - March 2020

- Worked directly with dev team & support team to maintain and complete sprints up to company standards.
- Ran queries against database(s) to troubleshoot errors and known issues within company software.
- Tested new products on different OS and browsers, responsible for finding bugs on multiple programs, such as 'ACT Online Training' and 'VSmartClient'.
- 'Operation Mailchimp' wrote C++ program to compare list of 100,000+ customer emails to active 'VSmart database' emails.

Jasmine's Mediterranean Grill, Denton, TX — *Host & Server with manager responsibilities*

June 2015 - July 2018

- Waited tables & served customers, preparing items such as tea, coffee and dessert.
- Maintained strong relationship with owner of restaurant, acquiring low-level manager responsibilities.
- Supervised other hostess, in charge of distributing tips at the end of shifts.
- Inquired customers about their current experience, responsible for opening up restaurant in mornings; locking up at night

EDUCATION

University of North Texas — *Information Technology, BA*
2018 – 2023

SKILLS & MISC

CRM ticket systems: *Atlassian JIRA and Zoho*
Operating System: *macOS, Windows.*
Applications: *MySQL, Splashtop, AWS Cloud Platform, Visual Studio Code, Notepad++, Git*
Programming Languages: *C++, HTML/CSS, SQL*