

SUMMARY

Support Engineer with a background in Electrical Engineering and hands-on experience in supporting test and measurement technologies. Proficient in troubleshooting, managing technical inquiries, and developing user-centric support materials. Skilled in Python and C/C++, with a strong sense of urgency to deliver high-quality support and improve user experience. Adaptable to global teams and dynamic work environments, with a passion for learning and contributing to next-generation technology.

EXPERIENCE

Technical Support Specialist

Jun 2021 – Ongoing

Tolleson Union High School District

Avondale, AZ

- Provided front-line support for technical issues

- Managed and triaged technical inquiries from users via email and chat, delivering prompt solutions and referencing documentation for accuracy.
 - Assisted in testing software updates and hardware configurations to ensure compatibility and improved performance for end-users.
- Contributed to support documentation and troubleshooting

- Developed application notes, technical guides, and knowledge base content to enhance user support resources.
 - Collaborated with the engineering team to replicate and escalate complex bug reports, aiding in faster issue resolution.

Engineering Intern

Jan 2020 – Dec 2020

by The Lindemans

Glendale, AZ

- Assisted in testing and measurement projects

- Supported hardware and software testing on signal processing devices, contributing to product validation and refinement.
 - Gained hands-on experience with Python for scripting tests and analyzing data from measurement devices.
- Collaborated with global teams

- Worked remotely with teams across different time zones, demonstrating flexibility and effective communication in a fast-paced environment.
 - Developed a clear understanding of test and measurement equipment, improving technical support strategies for global users.

EDUCATION

Bachelor of Science in Electrical Engineering

Graduated May 2022

Arizona State University

Online

- Specialization in Digital Signal Processing and Instrumentation.

SKILLS

- Python

C/C++

Technical Support

Signal Processing

Hardware/Software Testing

Documentation

Troubleshooting

Collaboration

Customer Support

Agile Environment