EB

Eddie Bickham

310-435-4163

bickhame@gmail.com

Adelanto, CA 92301

https://bit.ly/bickham-eddie

SUMMARY

Attentive and goal-focused successful approach to meet organizational and design expectations. Detail-oriented focus on achieving expected outcomes. Involved team player with active listening skills that translate into productivity. Enthusiastic hard worker with expertise in cultivating lucrative client relationships and implementing best processes and procedures, collecting and sharing information amongst my colleagues is always top priority for me. I create a verbose log of information, work completed, and satisfied customers.

SKILLS

- Project Analysis
- JavaScript ES6
- ReactJS + Redux
- Software development
- Quality Assurance
- Responsive Websites
- API connectivity

EXPERIENCE

Consultant

Beverly Hills, CA

Maxx Solutions LLC./ Jan 2021 to Current

- Met with clients and discussed the scope of the project to ascertain how long it would take and what resources would be needed.
- Established quality standards and performed work according to project schedules.
- Researched and analyzed operations to ascertain detailed client needs.
- We serve a wide range of customers, on a broad spectrum from writing program designs to consulting with trucking companies.

Application Support Specialist

Ontario, CA

BIO-MED SERVICES INC/ Jan 2020 to Jan 2021

- Gathered user requirements and preferences for application changes, integrating feedback into subsequent patching schedule.
- Offered go-live support during critical activation period for smooth implementation.
- Developed and implemented scripts via JavaScript on the ServiceNOW platform additionally I created many tables and formulas via MS Excel for inventory tracking. I also assisted buyers order and track equipment purchases.

Technical Support Specialist

Lancaster, CA

EXAKTIME/ Nov 2016 to Sep 2017

- Communicated with customers to identify issues, walk through solutions and initiate corrective actions to restore service and functionality.

- Troubleshoot time tracking issues, provide product support, network configuration, port forwarding, troubleshooting mac and windows, mobile devices and SQL database support for home based and commercial businesses. Assist customers with technical issues via email, live chat and telephone. Reviewed support cases for technical and troubleshooting accuracy.

Security Officer
El Monte, CA
ANDREWS INTERNATIONAL SECURITY / Jan 2009 to Oct 2016
- Secured personnel and premises by inspecting buildings, patrolling property and monitoring surveillance cameras.
- Documented all security-related situations and submitted in-depth reports to superiors.
- Checked footage and live feeds from surveillance cameras for trespassers and criminal activity.
- CCTV monitoring, outstanding client/employee relations, site patrols, employee and visitor ID badging.

EDUCATION AND TRAINING

Some College (No Degree): Computer Information Systems
RIVERSIDE COMMUNITY COLLEGE
Riverside, CA

Some College (No Degree): Full Stack JavaScript
LAMBDA SCHOOL ONLINE
Online