FRANCIS SCHMIDT (TREY)  
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Currently a Software Support Representative with Foundation Software. Day to day tasks include providing support on the functions of the software and researching and testing specific set ups. Determines software issues and doing extensive testing within the software to determine bugs and work-arounds for those bugs. Currently enrolled in a full-stack development bootcamp offered through Case Western Reserve University. We employ AGILE testing practices in our bootcamp for cleaning up our own code as well as others.

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| --- | --- |
| -Strong analytical skills.  -Thorough testing and debugging skills  -Experience in AGILE testing  -Experience with GIT command prompts  -Quick learner, adaptive to change  -Work very well under pressure  -Takes direction well  -Capable and comfortable with thinking out of the box  -Customer service oriented software support | -Efficient communicator -Open to new ideas and concepts  -Extremely proficient in Microsoft suite.  -Creative, focused, and trainable.  -Solid decision maker with very good judgement.  -An acute eye for details.  -A mind for critical thinking  -Driven self-teacher who loves new subject matter  -Excellent verbal and written communication  -HTML, CSS, JavaScript |

**CLIENT SERVICES REPRESENTATIVE-NOVEMBER 2020 – CURRENT  
FOUNDATION SOFTWARE SERVICES LLC, STRONGSVILLE OH**

* Responsible for client relations and for learning and teaching about our product
* Self-guided studying for new features on our products
* Self-teaching advanced modules within our product and/or our additional products
* Testing aspects of the software to determine breaks and bugs
* Addressing all issues that I encounter in a timely manner
* Bridging the gap between development and customer service

**BUSINESS DEVELOPMENT MANAGER-SEPTEMBER 2019 – NOVEMBER 2020  
CONCEPT LTD, MEDINA OH**

* Responsible for cultivating warm leads for clients
* Secondary role of providing customer service, handling inbound requests for information
* Quickly determining cause for customer service ticket and providing a solution
* Asking open ended questions to determine all prospect needs / developing marketing cadences.
* Collecting and categorizing information for secondary marketing purposes (Market intelligence)
* Worked in and found success in both transactional and conceptual fields (marketing)

**BRAND AMBASSADOR/LABOR-JANUARY 2017 – SEPTEMBER 2019  
BRAND AMBASSADOR, SELF-EMPLOYED, USA**

* Responsible for representing different brands/positive brand reinforcement
* Creating a memorable experience for potential customers and propagating brand awareness
* On the spot training in a fast-pace environment for each event
* Presenting brand material to create marketing intelligence / prospective customers
* Representing a company with temporary affiliation and helping to sell their products

**EDUCATION:**

**BA ENGLISH, UNIVERSITY OF AKRON- MAY 2019**

* Worked to analyze written works and repurpose the information to serve my needs.
* Studied contemporary and classic literature, learning about composition and history
* Worked on many presentations and lead group discussions

**CASE WESTERN RESERVE UNIVERSITY BOOT CAMP- FEB 2022 – JULY 2022**

* Full stack web development bootcamp that covers HTML, CSS, JavaScript, MERN(mongo, express, node, react), DOM, NoSQL,
* Teaches AGILE testing
* OOP, Third-party API’s and building API’s, GIT command lines and testing and merging through GIT.