

Autumn Day - Expert in Customer Relations and Computer Science

### **Personal Information**

Cell Number - public document, please contact via email for full information

Email - 024.aut@gmail.com

Address - public document, please contact via email for full information

LinkedIn - [www.linkedin.com/in/DAutumn](http://www.linkedin.com/in/DAutumn)

Github - <https://github.com/FallBestSeason>

### **Skills**

- **Customer Support & Relationship Management:** Exceptional in fostering client relationships and delivering high-quality support
- **Server & Cloud Management:** Proficient in AWS, Microsoft Azure, Windows Server, and various Linux distributions
- **Software Development:** Expertise in both object-oriented and functional programming in Java, C#, C++, Python, PHP, and HTML
- **Software Proficiency:** Skilled in tools from Microsoft, Google, and Adobe

### **Experience**

**Company Removed** - public document, please contact via email for full information

2021 - 2024 Assistant Manager of Service Department (current)

- Oversee daily customer interactions and foster strong client relationships
- Manage intake of work orders, assess issues, and deliver precise cost and time estimates to clients
- Perform repairs to uphold standards when team members are overwhelmed or out of depth
- Coordinate scheduling and daily tasks for team members to ensure departmental efficiency and functionality
- Maintain and troubleshoot point-of-sale software and manage local network infrastructure
- Collaborate with the management team to systematically enhance client experience and satisfaction
- Serve as the primary knowledge resource for team inquiries and support

**Company Removed** - public document, please contact via email for full information

2018-2020 Team member, IT administrator

- Managed remote Windows-based database servers and oversaw the company's entire AWS infrastructure across five physical locations
- Troubleshoot and maintained RDP connections for customer support staff.
- Managed NAS backups of company laptops

- Fixed general technical issues for office staff
- Handled incoming phone calls

## **Education**

**Washtenaw Community College** - Associate's Degree in Software Engineering  
2020-2022

- Focus: Java programming, software development lifecycle, and backend server management

**Brighton High School** - High School Diploma  
2016 – 2020