Autumn Day - Expert in Customer Relations and Computer Science

**Personal Information**

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

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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**

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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

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2018-2020 Team member, IT administrator

* Managed remote Windows-based database servers and oversaw the company's entire AWS infrastructure across five physical locations
* Troubleshot 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*