

# GEORGE MAYS

(240) 370-9861 | Houston, TX | grmays144@outlook.com

Enthusiastic computer science student with a successful track record in efficient software implementation, web development, help desk, desktop and technical support. A collaborator recognized for creative problem-solving abilities and hard work ethic that ensures company's operational goals are met. Practiced in providing innovative solutions to increase end-user satisfaction. Experienced in computer operating systems, network administration and hardware testing. Growing proficiency in providing technical assistance and support for inquiries about computer systems, software, and hardware while ensuring data security, network access, and the full functionality of backup systems.

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|--------------|----------------------|-------------------------|
| ✓ HTML       | ✓ C++                | ✓ CompTIA A+ Certified  |
| ✓ CSS        | ✓ SQL                | ✓ Responsive Web Design |
| ✓ Javascript | ✓ Project Management | Certified               |

## EDUCATION

**Associate of Science Candidate**, Computer Science | Houston Community College | 2018 – Present

## PROFESSIONAL EXPERIENCE

SELF-EMPLOYED | HOUSTON, TX

### Freelancing IT Technician

AUG 2018 – PRESENT

Meet with clients to discuss projects requirements and project progression to ensure customer satisfaction. Develop responsive websites utilizing HTML, CSS, and Javascript.

- Install IT systems, give cost estimates, test network systems, restoring defect equipment and upgrading software.
- Solve complex problems within programs to keep the sites stable and bug-free.
- Optimize websites with new technologies that accelerate initialization.

COMCAST NBC | HOUSTON, TX

### Residential Technician

JAN 2019 – PRESENT

Perform service calls, reviewing all requested services with the customer in order to ensure understanding and agreement. Troubleshoot the drop from the tap to the customer's equipment. Install and remove converters in order to provide customer with upgrades or downgrades in service.

- Determine acceptability of service by reviewing picture quality following connection of cable service in order to provide the best possible service for the customer.
- Communicate with customers in a clear and straightforward manner, providing the customer with materials regarding channel lineup, use of converter, and company policies as they relate to the customer.
- Educate the customer on the use of the equipment and company guidelines.

DIRECT FUELS TRANSMIX PLANT | EULESS, TX

### Unit Operator

JAN 2016 – AUG 2018

Provided training to new and tenured employees regarding the refining processes through the development and facilitation of training programs. Coordinated training programs focused on process flows and safety compliance issues.

- Monitored and notated variations with DCS Computer System to processes regarding levels, flows, temperatures, and pressure.
- Demonstrated mastery of pumps, piping systems, tank farms, heat exchangers, furnaces, and compressors through the accurate operation and troubleshooting appropriate equipment.