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# GEOFFREY KELLY

SOFTWARE ENGINEER

## PROFESSIONAL SUMMARY

Dynamic Full-Stack Developer and Software Support Engineer with over 3 years of diverse experience. Skilled in JavaScript, Typescript, Python, Jira, Salesforce, Mongodb, and MySQL. Able to create user-centric and community-focused solutions. Strong problem-solving skills, empathetic, and resourceful. Committed to continuous learning and adaptation. Has a holistic understanding of technology's impact from varied roles. Ready to bring technical know-how and real-world resilience to contribute to a company's success.

## SKILLS

Full-Stack Development

Resourcefulness

Problem-Solving

Javascript

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Typescript

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API (REST)

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GIT

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JIRA

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SQL

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## LINKS

[Portfolio](#)

[Github](#)

## EMPLOYMENT HISTORY

MAR, 2022 - PRESENT

### Software Support Engineer, Nicus Software, Remote

In my role, I primarily focused on coding and developing production-ready software, rigorously adhering to best practices in software engineering. My responsibilities included writing clean, efficient code, and actively participating in the grooming and testing processes to ensure high-quality outputs. While acting as a liaison for customers, I delivered software solutions and updates, integrating their feedback into development cycles. My role extended beyond traditional customer service, as I was deeply involved in the technical aspects of software development. I efficiently managed customer support requests, using these interactions to inform and refine the coding process. Participating in an on-call rotation, I provided essential technical support and problem-solving outside regular hours. My strong communication skills were crucial in troubleshooting complex coding issues, contributing significantly to system efficiency and user experience. In addition to maintaining a comprehensive knowledge base, I played a key role in the development and updating of functionalities in the Nicus tool, including configuring processes and tables, ensuring the delivery of robust and efficient software features.

- Develop and maintain product knowledge to provide excellent support to customers

MAR, 2021 - MAR, 2022

### Trust and Safety Engineer, Epic Games, Cary, NC

In my position, I was responsible for analyzing and reviewing user-created content using internally developed applications and client tools, ensuring compliance with client policies. With exceptional attention to detail, I consistently delivered optimal quality and productivity, ranking in the top 5% of my cohort and maintaining an accuracy rate of 99% through data analysis. I collaborated with platform engineers and developers to enhance processes and workflows. Efficient time management was crucial as I met turnaround times for clients. Additionally, I gathered and analyzed technical literature to contribute to policy updates. I handled inquiries of an urgent or sensitive nature, ensuring online safety, and corresponded with law enforcement agencies when necessary. Moreover, I served as a point of contact during the training process while being shadowed by new agents and the development team. I also actively participated in the beta testing of new tools.

- Develop and implement strategies to enhance user trust and safety in online gaming environments, including identifying and mitigating potential risks and vulnerabilities.
- Collaborate with game developers to ensure that new features and updates meet safety standards and do not compromise user trust and safety.

## EMPLOYMENT HISTORY

MAR, 2016 - JAN, 2021

### **Apple Master / Advanced Agent, Best Buy, Charlotte, NC**

With over five years of expertise, I excelled in providing unparalleled technical support and repair services at Best Buy. I showcased exceptional interpersonal skills, managing an average of 40 client calls daily and overseeing software/hardware diagnostics for up to 20 units during peak periods. My commitment to data security ensured meticulous backup and restoration processes, and my leadership contributed to optimizing turnaround times and elevating overall client satisfaction.

- Stay updated on the latest Apple products and technologies to provide expert advice and recommendations to customers
- Collaborate with the marketing team to create promotional campaigns and events specifically targeting Apple product enthusiasts
- Develop and deliver training programs on Apple products and technologies to improve the knowledge and skills of Geek Squad Advanced Repair Agents
- Conduct regular training sessions for sales associates on Apple products and technologies to ensure they are up-to-date and knowledgeable when assisting customers.
- Manage and coordinate the repair services for Apple products, ensuring efficient and timely resolution of customer issues
- Provide technical support and repair services for Apple products
- Assist in the development and implementation of new repair processes and procedures to streamline operations and improve efficiency