

JACK RADINGER

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PROFESSIONAL SUMMARY

Forward-thinking Software Engineer with background working effectively in dynamic environments. Fluent in JavaScript and Python programming languages used to develop software. Proud team player focused on achieving project objectives with speed and accuracy.

SKILLS

- Testing and maintenance
- Software applications
- Database programming
- Web-Based Software Engineering
- HTML and XML
- Code Reviews
- Engineering Standards
- Programming Languages
- Troubleshooting
- Programming
- Software Development
- Linux
- JavaScript
- REST
- CSS

WORK HISTORY

Cable Service Technician | Comcast - Franklin, Tennessee *12/2019 - 11/2020*

- Troubleshoot and diagnose cable and internet issues
- Provide a great quality customer service and high customer facing relationships
- Use technician specific software
- Arrive to jobs in a timely manner
- Provide a high quality craftsmanship when it comes to wiring homes
- Run new lines from the tap to the set/cable box
- Assist coworkers in diagnosing or fixing issues that could have or have occurred

Customer Support Representative | Ibex Global - Spring Hill, Tennessee

- Supported customer questions and issues by gathering data, analyzing needs, evaluating possible resolutions and implementing best

solutions.

- Recommended solutions to complex situations through research and critical thinking and escalated customer to supervisor for enhanced support.
- Documented customer interactions in computer system and assisted cross-functionally with billing and technical support to deliver high-quality customer service.
- Participated in ongoing training to learn new products and enhance skills to optimize customer support delivery.
- Followed up with clients to verify optimal customer satisfaction following support engagement and problem resolution.
- Specialized in Apple products such as iPhones, iPads, and Macs.

Automotive Technician | Pep Boys - Nashville, Tennessee *02/2017 - 12/2017*

- Maintained compliance with dealer and manufacturer standards for warranty repair and maintenance actions.
- Troubleshoot and diagnosed faults with vehicle systems and components using OEM-specific code readers, diagnostic trees and online knowledgebase.
- Maintained cleanliness, safety and efficiency of garage.
- Trained new employees on proper procedures.
- Wrote work orders and updated accounts in workshop computer.
- Used specialized tools to detect leaks in gas and refrigerant systems.
- Repaired brake, exhaust, electrical and other systems for domestic automotive brands.
- Explained estimates and determined repair timelines to manage customer expectations.
- Completed customer orders and warranty services according to manufacturer specifications.

EDUCATION

App Academy - Remote

Expected in 06/2021

Certification of Completion : Software Engineering

The courses at App Academy taught me what it takes to be a software engineer.

What I learned:

- How to work with a team as a cohesive unit
- How to track data flow
- How to build applications from scratch
- JavaScript
- Python
- React
- Redux
- Express

- Docker
- HTML
- CSS
- As well as datastructures

Spring Hill High School - Spring Hill, TN
High School Diploma

05/2017

My main focuses while I was in high school Information Technologies and Humanities.