

ARTHUR BRIDGES

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PROFESSIONAL SUMMARY

I am a dedicated Computer Science professional with expertise in software development, project management, and application security since 2020. I am passionate about solving complex problems through full stack development and eager to work on innovative projects that enhance user experiences and optimize performance.

Notable Projects

- **Network-Attached Storage (NAS)** , I created a file management system for a Network-Attached Storage (NAS) using **TypeScript, Node.js, React, MongoDB, Redux**, and **Raspberry Pi**. I developed a scalable storage solution to facilitate data accessibility and management across networked devices. Utilized **Git** for version control and **documented** the project extensively to ensure easy maintenance and scalability.
- **Real-Time Chat Application:** Engineered a real-time chat application using **JavaScript, React, Axios, Socket.io, bcrypt**, and **Spline**. I developed it to provide secure and dynamic communication between users, featuring real-time messaging capabilities and enhanced user authentication. Implemented **risk mitigation** strategies by incorporating robust security measures, such as end-to-end encryption and secure user authentication protocols, to protect user data and ensure a safe communication environment.
- **Robotic Line-Following System:** Developed an advanced robot using Lego's robotic kit and **Python**, programming it to autonomously follow lines. Successfully integrated hardware and software components, utilizing skills in robotics, automation, and Python programming.

WORK HISTORY

TECHNICAL SUPPORT ENGINEER 09/2024 to Current

Detex, New Braunfels, TX

- **Managed and resolved support requests** from a diverse range of end-users, addressing both basic and complex technical issues. Provided clear, patient **guidance** to help users understand troubleshooting steps and maintain system functionality with minimal downtime.
- **Conducted in-depth root cause analysis** for recurring technical issues, **identifying and implementing** effective preventive measures to reduce the likelihood of future problems and enhance overall system reliability.
- **Partnered with cross-functional teams**—including development, network operations, and customer support—to brainstorm and implement solutions for frequently encountered technical challenges, improving user experience and service consistency.
- **Developed detailed troubleshooting guides** and technical documentation, standardizing protocols for handling common issues. These guides improved team efficiency, served as knowledge-sharing tools, and reduced onboarding time for new team members.

TECHNICIAN 11/2022 to 05/2024

Spectrum, San Antonio, TX

- **Self-motivated** with a strong sense of personal responsibility, **effectively navigating fast-paced environments** and working both independently and collaboratively, which led to consistently meeting and **exceeding performance targets**, ultimately resulting in my team achieving one of the **top productivity scores in South Texas region**.
- Assisted with day-to-day operations, including **troubleshooting technical issues, maintaining equipment, and ensuring optimal network performance**. Managed and configured **switches and routers** to optimize network traffic and reliability. Implemented **preventative maintenance** measures to proactively address potential issues, reducing downtime and enhancing system reliability. **Managed and resolved conflicts** among customers, maintaining a symbiotic relationship between customer and business. This led to our team receiving praise for achieving a **13% decrease in repeat rate**, significantly reducing costs.
- **Passionate** about learning and committed to **continual improvement**, I encountered a challenging network issue that disrupted service for multiple clients. The issue involved significant packet loss and excess voltage affecting network stability. Using **critical thinking**, I broke down the problem by **analyzing** it through the **OSI model**, starting with the **physical layer** to check for hardware faults and voltage irregularities. I then progressed through the data link and network layers to identify and address packet loss. By systematically evaluating these layers, I pinpointed the root cause and implemented targeted solutions to mitigate the excess voltage and packet loss. I utilized **interpreting technical data** to identify trends that guided my troubleshooting efforts.
- **Strengthened communication** skills through regular, **positive interactions** with **customers**, ensuring their **concerns were addressed promptly and effectively**. **Customers** frequently reached out to my supervisor to commend my excellent service, highlighting my dedication to providing exceptional support and satisfaction.

• +45 Hrs

WAREHOUSE TECHNICIAN 02/2018 to 08/2020

Adient, DeKalb, IL

- As a **team lead, trained** new technicians on **standard operating procedures, ensuring consistency** across the team, which led to **improved efficiency** and reduced errors in our operations.
- Performed **troubleshooting and diagnostics** on malfunctioning equipment, **identifying and resolving** issues quickly, which led to minimized downtime and increased overall productivity.
- **Collaborated** with **cross-functional teams** to ensure timely completion of complex projects, such as **coordinating** with the **quality control** and **logistics departments** to streamline the delivery process, **resulting in a 13% reduction** in product turnaround time.
- Maintained a safe work environment by strictly adhering to established safety protocols and guidelines, which led to a significant reduction in workplace accidents and enhanced overall team safety and productivity.

• +50 Hrs

EDUCATION

Bachelor of Science : Computer Science, **05/2024**
The University of Texas At San Antonio - San Antonio, TX

PROGRAMMING SKILLS

Languages: JavaScript, TypeScript, Python, C/C++, Java, HTML5, CSS

Server-Side Skills: Node.js, Django, Express.js, MongoDB, Mongoose, MySQL, Sequelize, GraphQL/Apollo, Firebase, Relational Databases, JSON, NoSQL

Client-Side Skills: React, Redux, TailwindCSS, Bulma, jQuery, Handlebars.js, Bootstrap

Development Systems: Render, Heroku, GitHub, Git, VIM, MERN stack, Docker