

Lawrence Sanzogni

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LinkedIn <https://www.linkedin.com/in/lawrencesanzogni/>

Github <https://github.com/Lawsan92>

WORK EXPERIENCE

Technical Support Specialist

Blink, an Amazon Company

August 2023 - present Austin, TX

- Provided bilingual technical support for Blink camera systems in both English and Italian
- Formulated roadmaps for technical issues of varying origin including: hardware, network, firmware etc...

Software Engineer

Freelance

August 2022 - present Austin, TX

- Developed websites for small businesses
- Front-end, back end and network development
- Site deployment and network configuration using web services such as AWS and Godaddy.

Tech Support Level 1

Stride Inc.

May 2023 - August 2023 Austin, TX

- Navigate Salesforce CMS knowledge base for case research and resolution.
- Troubleshooting technical solutions of K12 hardware: partition restores, hard drive resets, browser resets etc..

Royal Service Agent

Fairmont

December 2022 - May 2023 Austin, TX

- Provided guest support for Accor platform members
- Drafted and archived recovery reports for QA team
- Administrative training in Outlook, Excel, Opera

Section Leader

Trader Joe's

October 2016 - February 2022 Delray Beach, FL

- Managed a top-4 product department including but not limited to: analysis and interpretation of sales data, enforcement and maintenance of business standards and practices
- received yearly bonus for outstanding performance by improving efficiency in inventory practices

SKILLS

JavaScript, ReactJS, NodeJS, HTML, CSS, SQL, noSQL, Git, GitHub, Jest, AWS, Chrome dev tools, Linux, Regex, Bash, technical support, networking, debugging

EDUCATION

A.A. Associate's of Arts in Music

Palm Beach State College, Boca Raton, FL
August 2016 - December 2019

Certification in Software Engineering

Hack Reactor, Austin TX

November 2021 - August 2022

High School

Liceo J. J. Rousseau, Rome IT
September 2013 - May 2014

SOFTWARE DEVELOPMENT

DocuScraper

<https://github.com/Lawsan92/docscraper>

Applies the principles of the egrep command-line utility in a full stack Node.js based web application. Runs scraping algorithms on uploaded files using expressions from the JavaScript RegExp object.

System Design Capstone

<https://github.com/Team-Dagobah>

Built a RESTful API service for a clothing website that can handle web scale traffic of up to 120 000 client requests per minute.

GuiTune

<https://github.com/Lawsan92/guitarTuner>

Designed a mobile guitar tuner application for musicians that converts audio data to a single pitch value.

Languages

English, Italian, French