

Lawrence Sanzogni

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

🌐 <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, no-SQL, 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