

Sydney Goeury - Developer Support Engineer

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Experience

Berkeley City College

Front Desk Assistant at the Learning Resources Center

January 2022 - December 2022

Berkeley, California

- Troubleshooted student authentication and registration issues;
- Provided hardware support to students;
- Scheduled tutoring and counseling sessions;
- Managed the LRC's communication platform including e-mail, phone and video-conferencing.

Accenture Operations

Payments Support Analyst assigned to
Facebook Ads and P2P Products

January 2020 - June 2021

Dublin, Ireland

- Provided users with technical support across English and French markets;
- Escalated bugs to task and debugging teams;
- Assisted in drafting Conversational Chatbot workflows;
- Took steps to protect users' sensitive data;
- Conducted training and onboarding to incoming support analysts.

Technical Skills

- Object-Oriented Programming (Python, Java,...)
- Networking protocols (IP, TCP, DNS,...)
- Operating Systems (Mac OS, Windows)
- Mobile App Development (Android Studio, Flutter)

Education

Berkeley City College, Associate's Degree

Advanced Computer Programming, GPA: 3.77

Coursework: Object-Oriented Programming, Data Structure, and Algorithms, Advanced Java Programming, Networking, Database, Computer Architecture

December 2022

Berkeley, California

University of Lorraine / Ball State University, Master's Degree

Travel and Tourism

September 2020

Nancy, France / Muncie, Indiana

University of Lorraine, Bachelor's Degree

English Literature

June 2017

Nancy, France