Narek Asaturyan
Software Developer (Entry-Level)
Glendale, CA | narek-asa.github.io/Portfolio | narek604@gmail.com | 818-292-1998

Motivated and results-driven Entry-Level Software Developer with hands-on experience in software development, debugging, and troubleshooting. Strong background in Python, Java, C++, and MySQL, complemented by expertise in hardware diagnostics, technical problem-solving, and system optimization from a Level 2 Repair Technician role at Samsung. Adept at working with distributed computing environments, debugging complex software issues, and optimizing applications for performance and efficiency. Passionate about AI/ML, software development, and database management, with a keen ability to analyze diagnostic outputs, identify inefficiencies, and implement data-driven solutions to enhance system functionality and reliability.

Core Expertise:

Software Development | AI/ML Concepts | Object-Oriented Programming | Debugging & Troubleshooting | Software Testing | Data Structures & Algorithms | Systems Engineering | API Development | Database Management | Code Optimization | Agile Development | Distributed Computing | Technical Documentation | Problem-Solving | Team Collaboration | Scalability & Performance Optimization | Software Security Principles | Cloud Computing Fundamentals | Version Control Systems

Professional Experience

Level 2 Repair Technician | Samsung - Asurion – Glendale, CA   **Jan 2022 – Present**
- ✓ Diagnose and repair a wide range of devices, including phones, laptops, smartwatches, and wireless earphones, addressing both physical damage and hardware defects using extensive technical training and expertise.
- ✓ Analyze information from specialized software outputs to identify issues, ensuring accurate troubleshooting.
- ✓ Maintain and manage proprietary systems for tracking customer repair tickets, diagnostics, and device testing, adhering to warranty guidelines and maintaining strict confidentiality of company data.
- ✓ Perform calibration and routine maintenance of repair machinery to ensure optimal functionality and longevity.
- ✓ Collaborate with team members to meet daily repair quotas, ensuring high productivity levels and quality service.

Key achievements:
- ✓ Consistently exceeded Key Performance Indicators (KPIs) by meeting repair time expectations of under 1 hour.
- ✓ Earned top placement in Samsung's 2022 MX Repair Skills Competition.

Retail Sales/Services Technician | Samsung - 2020Companies – Glendale, CA   **Feb 2018 – Jan 2022**
- ✓ Assisted repair technicians by performing software flashes and updates to resolve software-related issues.
- ✓ Conducted in-depth diagnostics to identify root causes of software and hardware malfunctions.
- ✓ Delivered exceptional customer service, educating customers on device maintenance and troubleshooting techniques.

Education and Professional Development

California State University, Northridge – Northridge, CA | Bachelor of Science in Computer Science | Aug 2021 – May 2025

Technical Skills

Software Development | Java | Python | C++ | MySQL | SQL | Object-Oriented Programming (OOP) | API Development | Software Debugging | PC Assembly | Mobile Device Repair | Diagnostic Testing | Firmware Updates | Git | GitHub | Agile Methodologies | Visual Studio Code | Eclipse | Linux Command Line | AWS Basics | CI/CD Pipelines | System Optimization | Performance Tuning | Report Writing | Code Documentation | Microsoft Office Suite (Word, Excel, PowerPoint, Outlook)