

Andree Velasco

C# / Python / SQL Developer

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I'm Andree, an aspiring IT professional with a unique background in Fitness and Health Promotion. I initially pursued a career in fitness, driven by a deep passion for helping others achieve their health goals. During my time in Fitness and Health Promotion, I gained invaluable skills in communication, motivation, and analytical problem-solving—qualities that have become incredibly useful as I transition into the world of tech.

Willing to relocate: Anywhere

Personal Details

Highest Level of Education: DCS / DEC

Work Experience

Technical Support Specialist

Johnson Controls-Toronto, ON

November 2022 to Present

- Respond to incoming customer calls, emails, and chat messages regarding alarm system installation, operation, and troubleshooting
- Diagnose and resolve technical issues related to home security systems, including control panels, sensors, cameras, and mobile applications
- Guide customers through system setup, programming, and basic maintenance procedures
- Remotely access customer systems to diagnose problems and implement solutions
- Document all customer interactions, technical issues, and resolutions in the company's ticketing system
- Escalate complex technical issues to appropriate teams when necessary
- Maintain up-to-date knowledge of product updates, new features, and common technical issues
- Assist customers with mobile app configuration and connectivity issues
- Provide guidance on system upgrades and additional security features
- Participate in on-call rotation for after-hours emergency support

Education

DCS / DEC in Information Technology

SENECA - North York, ON

September 2023 to Present

DCS / DEC in Microsoft .Net Developer

IBT College - North York, ON

March 2022 to Present

DCS / DEC in Marketing Digital

Greystone College - Toronto, ON

September 2021 to December 2021

Bachelor's Degree in System Engineer

Universidad Privada de Tacna - Tacna, Tacna

March 2016 to December 2020

Skills

- Software development
- SQL
- Git
- Java
- Microsoft SQL Server
- HTML5
- .NET Framework
- C#
- Python
- CSS
- GitHub

Languages

- English - Fluent
- Spanish - Advanced

Links

<http://www.linkedin.com/in/andree-velasco-617793238>

Military Service

Branch: Military School

Service Country: Peru

Rank: Sargent II

March 2008 to December 2010