Pascal Brassat

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Detail-oriented Software Engineering student, set to graduate with an Associate of Applied Science in May of 2024, specializing in front-end development. I have a proven track record in customer service and team leadership, and I am proficient in HTML, CSS, and JavaScript. Dedicated to leveraging these skills, I aim to improve user interfaces and enhance user experiences. I possess a strong foundation in software design principles and patterns, making me well-equipped to collaborate with cross-functional teams to develop innovative solutions that meet evolving user needs. Throughout my academic journey, I have refined my analytical and critical thinking skills, enabling me to effectively troubleshoot and resolve complex technical issues. Eager to contribute to a dynamic organization, I am passionate about creating intuitive and engaging user experiences and developing cutting-edge software solutions that make a meaningful impact.

Experience

Buffalo Wild Wings ▪ Waterford, Michigan
Server, Bartender, Trainer   **01/2021 - Present**

- Energized guest experiences by delivering enthusiastic service and crafting innovative drinks tailored to diverse customer preferences.
- Led training initiatives for new staff, creating a supportive and collaborative team environment.
- Resolved customer complaints with a high focus on diplomacy and promptness, ensuring customer satisfaction and loyalty.

Tales of Imperia ▪ Remote
Front-End Development, Community Manager   **10/2020 - 12/2023**

- Managed and enhanced front-end development, improving website aesthetics and user engagement.
- Led back-end operations including database management, plugin development, and performance optimization, which enhanced overall site functionality and user experience.
- Fostered a supportive and inclusive community environment, effectively mitigating disputes and promoting harmony.
- Demonstrated expertise in Java and MySQL, applying these technologies to develop reliable and scalable applications.

EcoCityCraft LLC ▪ Remote
Community Support Agent   **10/2019 - 08/2020**

- Efficiently resolved diverse user tickets, enhancing community gaming experience.
- Utilized and enhanced online knowledge bases to improve the accuracy and efficiency of support responses.
- Collaborated with development and support teams to strategize and execute community engagement initiatives that significantly increased user trust and retention during critical updates.

McDonalds ■ Clarkston, Michigan

Shift Manager   **09/2015 - 03/2020**
- Implemented innovative workflow methods that increased operation efficiency and customer service speed.
- Led and motivated a team of employees, strengthening collaboration and achieving significant improvements in team performance and morale.
- Managed customer relations effectively, swiftly addressing and resolving issues to maintain high levels of customer satisfaction.
- Supervised the hiring and training of new team members, ensuring a consistent, high-quality staff influx and retention.

Education

Oakland Community College, Auburn Hills, Michigan

Associate of Applied Science (A.A.S) Computer information Systems, Software Engineering Option 01/2022 - 05/2024, GPA: 3.4/4.00

Relevant Coursework:
- **Advanced Software Development:** Developed several applications including a cryptocurrency tracking app, a property management system, and a Java-based medical triaging app, demonstrating a strong grasp of software engineering principles.
- **Web Technologies:** Engineered a responsive Twitter-Clone website utilizing HTML5, CSS, and Java Servlets, focused on user account creation and interaction capabilities.
- **Database Management:** Designed and managed a MySQL database to support data operations for the Twitter-Clone application, enhancing data retrieval and storage efficiency.

Achievements:
- Fall 2023 Deans List

Technical Skills
- **Programming Languages**
  - Java
  - Javascript
  - PHP
  - Kotlin
  - C++

- **Web Development**
  - Servlets
  - HTML5
  - CSS
  - MySQL

- **Tools**
  - Google Workspace
  - Microsoft Office Suite

- ○ IDEs: Intellij, Netbeans, Android Studio

- ● **Methodologies**
  - ○ Object Oriented Programming
  - ○ Debugging and Troubleshooting

Additional Skills

- ● Employee training
- ● Project leadership
- ● Written and verbal communication
- ● Attention to detail
- ● Problem-solving
- ● Conflict resolution and de-escalation
- ● Multitasking
- ● Organization skills
- ● Time management
- ● Interpersonal skills
- ● Fluent in German and English