

Patrick Scanlan

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OBJECTIVE

Seeking an interesting and challenging role in software development as an entry level programmer.

EDUCATION

Bachelor of Science in Computer Science Engineering, 2015
University of Florida, Gainesville, Florida
GPA 3.3/4.0

TECHNICAL SKILLS

Web Design, JavaScript, HTML, User Experience/User Interface Design, Java, C++, SQL, Jira, Adobe Photoshop, Adobe Illustrator, Visual Studio, Eclipse, Microsoft Office, Agile, Desk

EXPERIENCE

Technical Support Engineer at SharpSpring, Gainesville, Florida
Full Time position – April 2016 – Present

- Answer support tickets in Desk and help clients solve their issues within the SharpSpring application.
- Work with the I/O team in solving import/export, csv, and contact related issues
- Speak with clients on the phone to help work through their application issues together.

QA Tester at Trendy Entertainment, Gainesville, Florida
Full Time position – April 2013 – December 2015

- Worked with a unit of testers to provide a better experience for the consumer through rigorous testing of products at Trendy Entertainment.
- Completed test plans on strict deadlines and developed skills in Jira and the Unreal Editor.
- Created matinee cameras for use with testing and in video/trailer production. Worked with the marketing and community team in taking screenshots, videos and creating content for the developer blog.
- Worked hand in hand with designers, programmers and producers to create a complete product and give feedback on areas of improvement in the form of documents and spreadsheets.
- Started as a remote tester and worked up to full time position as an in-house QA Tester.