WESLEY SWAFFORD

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https://quantumstar.github.io/portfolio/ ◆ https://github.com/QuantumStar

SKILLS

- Basic knowledge and ability with; HTML & CSS, Python, MQTT, Flutter, and Unity (for VR development).
- Account Management
- Have at least a basic awareness of SQL, API requests, Ruby, Java, JSON, XML, and countless other subjects from following along with tutorials on my own machine.
- Some 3D design experience, printing cases for electronics and interactive 3D objects for VR.
- Comfortable programming microcontrollers, including the ESP32 (my favorite at the moment!), the ESP8266, and any others which can be programmed with the Arduino IDE or MicroPython.
- Proficient with Raspberry Pi hardware and software.
- Codecademy Ready Front-End Developer program graduate.
- Basic electrical engineering, including PCB and circuit design, soldering, and troubleshooting.

WORK HISTORY

Customer Support Associate, 06/2018 to 01/2019

Mixmax – San Francisco, CA

- Provided customer support for Mixmax, including troubleshooting and helping new customers get started.
- Assisted customers with setting up email campaigns and making decisions based on our analytics.
- Debugged, formatted, and edited customer HTML signatures and CSV files.
- Worked with our engineers to define and resolve bugs, as well as preemptively Beta testing new versions of our software.

Customer Support Associate, 2014 to 2016

HackerRank – Palo Alto, CA

- Provided customers with on-boarding and technical support to assist them with testing potential hires.
- Worked closely with our engineers to implement new features and customer requested enhancements.
- Helped design our interview and on-boarding process for new agents at HackerRank.
- Worked directly on setting up our current support system using Desk.com and migrating over from ZenDesk.

Customer Service Agent / Applications Specialist, 2013 to 2014

Milestone Technologies Inc (Google Subcontractor) – Chico, CA

- Worked with Milestone Technologies to offer technical support and refund assistance to Google Play users.
- Worked with Google's engineers to gather information on emerging bugs and drafted responses for impacted customers.
- Was recognized for being one of the top performing agents in our call center for number of calls taken with thousands of calls in my time with Milestone / Google.
- Trained in several areas, including order management and hardware tech support.

EDUCATION

Cabrillo College - Aptos, CA

Finished the pre-requisites for the X-Ray Tech program, and am on the long wait-list to join the program.