Anthony "Ray" Temple

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Education

United States Coast Guard Academy   **New London**, CT
Associates of Arts in Computer Science   2022
Capstone Thesis: "Optimizing Neural Network Training Through Dataset Augmentation"
Researched and implemented data augmentation techniques to improve model accuracy and reduce overfitting in small-scale supervised learning environments using Python and TensorFlow.

Las Vegas Academy of the Arts   **Las Vegas, NV**
ACT: 35 | SAT: 1490   2020

Experience

Peloton Interactive   **Las Vegas, NV (Hybrid)**
Help Desk Manager   February 2024 - March 2025

- Delivered internal & external technical assistance on Peloton hardware/software products.
- Created and maintained a customer-facing knowledge base to reduce support load.
- Developed troubleshooting guides and escalated complex issues to Tier 3.

Aurora Payments   **Las Vegas, NV (Hybrid)**
Technical Support Manager   November 2022 - February 2024

- Provided support for POS systems, resolving software and integration issues.
- Trained team members on technical documentation and system updates.
- Analyzed user feedback and coordinated with the development team for product improvements.

Premier Pools & Spas   **Las Vegas, NV**
Customer Service Manager   August 2020 - November 2022

- Supervised customer service operations to ensure timely issue resolution.
- Designed onboarding materials and implemented staff training programs.
- Streamlined support procedures to increase customer satisfaction rates.

Skills & Interests

Technical: Python, SQL (Intermediate), HTML/CSS (Beginner), Windows 10/11, macOS, Linux, TensorFlow, Jira, Point of Sale Systems (POS), Knowledge Base Management, Microsoft Office Suite (Word, Excel, Outlook, Teams), Adobe Creative Suite (Photoshop, Illustrator, Premiere Pro)
Certifications: CompTIA A+ (Core 1 & 2), Cisco Cybersecurity Badge, Google IT Support
Language: English (Fluent)
Laboratory: Data augmentation and neural network training with Python and TensorFlow, data preprocessing scripts, troubleshooting hardware/software systems, POS software integration testing.
Interests: Sound design and electronic music production, fitness technology, minimalist design, AI model training and ethics