

LONG Q. TRAN

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📍 Richmond, TX 77407

EXPERIENCE

Customer Success

Alula

📅 07/2019 - 05/2020 📍 Houston, TX

Alula offer a complete end-to-end solution that integrates hardware and interactive services for a seamless security, automation and video experience.

- Provide business to business support, troubleshooting, and sales of software and hardware related issues
- Train dealers on how to best utilize our software to improve their business efficiency
- Create training materials with detailed instructions to provide dealers with proper instructions on installation of the Alarm systems as well as webinars on registration, navigation, and configuration in the dealer portal software
- Testing new and current products for software bugs and hardware issues

Quality Control Team Lead

enTouch

📅 04/2018 - 06/2019 📍 Houston, TX

enTouch, a provider of broadband, digital video, voice, security, and IoT services to businesses and homes in the Greater Houston area.

- Supervise and lead 2 QC and 4 Alarm Programmers to optimize work flow with Service Order and Troubleshooting audits
- Responsible for reviewing and live monitoring Support Rep and Alarm Programmer calls to ensure proper troubleshooting and alarm programming
- Responsible for training employees in Alarm programming and coaching tech support in customer service skill and troubleshooting methods
- Develop and implement data analyses, data collection systems, and other strategies that optimize statistical efficiency and quality

Software Support Specialist

Software Support Specialist

📅 04/2016 - 02/2018 📍 Houston, TX

CSI Software provides fully integrated, single source health and fitness club management software to health and fitness clubs, campus recreation centers, parks and recreation facilities, wellness centers and hotels and fitness resorts, as well as JCC organizations.

- Responsible for troubleshooting and answering questions relating to software, equipment issue on dedicated servers or the cloud
- Educated clients on how to best utilize the Spectrum NG software, specific to the customer's business needs
- Installed, configured, tested, and maintained computer hardware, software, and peripherals according to specific business needs
- Monitored testing software for bugs, checked error logs to pinpoint errors message in database, and worked with other department for resolution

FIND ME ONLINE



Github

<https://github.com/RemeoLong>

STRENGTHS



Communications

Ability to interact effectively with technical team and client.



Troubleshooting

Research and troubleshoot technical issues to find the root cause of the problem and fixing it once and for all.

SKILLS

Python

Django

HTML5

CSS

PROJECTS

Attic Restorations

<https://atticrestorations.biz/>

- Using Python, Django framework, HTML5, CSS, Bootstrap, GIT, and JavaScript to build an Web application for a small business that specialized in Pest Control.

EDUCATION

Bachelor of Science in Computer Science

[Wilmington National University](#)

📅 05/2015