SEAN O'GRADY

SOFTWARE DEVELOPER

DETAILS

ADDRESS
618 Bryant St
Rahway, 07065
United States

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SKILLS

Java

Python

C/C++

Software Troubleshooting

Knowledgable in User Interface/ User Experience

Adaptability

Ability to Work in a Team

Effective Time Management

Communication Skills

Ability to Work Under Pressure

HOBBIES

Music
Jiu Jitsu
Cooking
Reading
Gaming

EDUCATION

Bachelors of Computer Science, New Jersey Institute of Technology   Newark

Sep 2021 — Present

- Courses include: Intro to computing(Python), Programming language concepts(C++)

Associates of Computer Science, Middlesex County College   Edison

Sep 2017 — Aug 2021

- GPA: 3.3
- Courses include: Object oriented Programming(Java), Data Structures in Java, Computer organization and architecture I & II(Assembly and C)

EMPLOYMENT HISTORY

Advanced Repair Agent, Geek Squad, Best Buy   Woodbridge

Sep 2018 — Present

- Manage queue of open repair tickets ranging from hardware to software issues for a number of devices including laptops, desktops, and phones
- Establish effective communication with clientele, informing them of status and communication of repairs and ensure clientele always leaves satisfied with quality of work
- Responsible for maintaining sales quotas and selling a variety of solutions including tech support plans, services, and necessary products
- Awarded MVP multiple times throughout tenure for outstanding performance, including most recently April and May of 2021

Sales Associate, Best Buy   Woodbridge

Nov 2017 — Sep 2018

- Responsible for assisting clients with a purchases of a wide variety of tech products
- Promoted to Repair Agent with Geek Squad for outstanding product knowledge, and customer service skills

REFERENCES

References available upon request