Sean Work
Current Student

CONTACT

krownaes@gmail.com

Skrowthekrow.github.io

(404)-645-0818

Atlanta, GA

EDUCATION

Kennesaw State University
BS in Computer Science

Expected Graduation Date 12/2023

Atlanta Technical College
AS in Computer Programming

Graduation Date 12/2020

Skills

C++
Java
JavaScript
SQL
C#
EMR Software
CRM Software

ABOUT ME

Enthusiastic CS Student eager to contribute to team success through hard work, attention to detail and excellent work ethic. I'm motivated to learn, grow and excel in the fields of Artificial Intelligence and Software Development. Currently trying to make some resume projects and practice leetcode problems inbetween schooling.

WORK EXPERIENCE

ProSYS/Partners Personell (May 2022 - Present)

Integration Technician
• Update, Manage and troubleshoot multiple client devices on racks in bulk. (Truist, AT&T, QT, etc)
• Assist other integration technicians with training and would regularly cross-train myself in other clients daily duties.
• Image PC's, Update Bios and onboard new software to devices en masse.
• Regularly lift anywhere between 15 -70 lbs in a day.
• Handle, unbox, stage and repack equipment.

APRSC (July 2014 - July 2022

Office Admin/Inventory Specialist/Consultant
• Cross-trained in every aspect of the medical office and regularly filled in other positions.
• Regularly come in to fix any IT related issues for the office on a consultative basis.
• Created, managed and was first support contact for the company EMR system and patient intake form website.
• Obtained notary certification and handled medical record release.
• Familiar with HIPPA and routinely handled sensitive information without issue.
• Would train new hires on EMR software and business practices.

Sutherland Global (July 2016 - August 2018)

Xbox Support Agent
• Created reports that would be sent out company-wide to assist other agents with their calls.
• Troubleshooted software and hardware issues with Microsoft and Xbox Users to resolution.
• Created reports that would be sent out company-wide to assist other agents with their calls.
• Handled Billing, Account, Hardware, Fraud and Enforcement issues.
• On multiple occasions, shows as the top support rep via positive survey metrics.
• Worked in a fast past environment that had me speaking with 50+ customers a day.