

| PROFESSIONAL SUMMARY

Detail-oriented, organized and meticulous employee. Works at fast pace to meet tight deadlines. Enthusiastic team player ready to contribute to company success.

| SKILLS

- Technical Troubleshooting
- JQuery
- HTML
- CSS
- React
- Technical Troubleshooting
- Javascript
- MongoDB
- NoSQL
- API's
- Node.js
- Express
- JSON
- MERN Stack
- Tailwind
- Testing
- Bootstrap
- Git/Github

| WORK HISTORY

CGI Group - Service Operator

Belton, TX • 11/2021 - 06/2022

- Provided Tier 1 IT support to non-technical internal users through desk side support services.
- Resolved diverse range of technical issues across multiple systems and applications for customers and end-users across various time zones.
- Used ticketing systems to manage and process support actions and requests.
- Assisted customers in identifying issues and explained solutions to restore service and functionality.

| EDUCATION

University of Texas At Austin

Austin, TX • 09/2022

Certificate of Completion: Full Stack Web Development

- Build front-end websites from scratch, as well as using ready-made frameworks that enable you to build efficiently.
- Create full-stack single-page web applications using RESTful API routes and AJAX methods, and described how front-end applications communicate with back-end applications and databases.
- Implement structured and unstructured databases to convert static websites into dynamic websites that persist data.
- Build communication skills and demonstrate the foundational computer-science knowledge that is required during technical interviews.
- Apply the accepted and standard basics of social coding—including source control, issue tracking, and functional feedback—as part of a development community, while building an application.
- Demonstrate strong teamwork and project management skills as a collaborator and independent contributor during the development cycle of complex projects.

- Managed some account access in Active Directory
- Provided support for Citrix Gateway and Cisco Anyconnect VPNs
- Managed high levels of call flow and responded to technical support needs.
- Translated complex technical issues into digestible language for non-technical users.
- Collaborated with supervisors to escalate and address customer inquiries or technical issues.

HEB - Order Selector

Temple, TX • 01/2021 - 04/2021

- Transferring products by utilizing variety of forklifts from warehouse to trucks.
- Performed scheduled and unscheduled maintenance on forklifts.
- Operated equipment per SOP to prevent equipment damage.
- Procured merchandise and stored it in safely manner with zero to no downtime.
- Followed safety guidelines per company policies.
- Ensured that performed tasks meet company and productivity goals.
- Train to troubleshoot problems between communication with computer to outbound selector.

Walmart - Order Selector

Temple, TX • 03/2015 - 12/2020

- Transferring products by utilizing variety of forklifts from warehouse to trucks.