



TIACE KETELSEN

CONTACT



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San Antonio, TX

SKILLS

- Front-end Development
- Web Application Design
- Responsive Design Implementation
- Software Debugging
- Code Optimization
- Problem Solving
- Functional Testing
- Cross-functional Collaboration
- Agile Development Practices
- Workflow Analysis
- Process Improvement
- Requirements Analysis
- Technical Documentation
- User Experience Enhancement
- Application Troubleshooting
- Performance Monitoring
- Quality Assurance
- Critical Thinking

EDUCATION

Software Engineering
Springboard Software Engineering Bootcamp
Jun. 2025

High School Diploma
Homeschooled

PROFILE SUMMARY

Aspiring Junior Software Engineer with hands-on experience in web development, technical troubleshooting, and problem-solving, strengthened through the Springboard Software Engineering Bootcamp. Demonstrated ability to analyze complex technical issues, implement efficient solutions, and collaborate effectively in both remote and in-person team environments. Combines software development skills with a proven track record of delivering exceptional customer support and operational efficiency, highlighting adaptability, attention to detail, and a results-driven mindset. Passionate about building scalable, high-quality applications while continuously learning emerging technologies and contributing to innovative projects.

CORE COMPETENCIES

- Experienced in developing web applications using HTML, CSS, JavaScript, and React.js
- Skilled in troubleshooting software issues and implementing efficient, scalable solutions
- Adept at collaborating with cross-functional teams to achieve project goals and meet deadlines
- Analytical and problem-solving skills for debugging, optimizing, and improving code functionality
- Proficient in version control using Git and managing collaborative development workflows
- Knowledgeable in integrating RESTful APIs to connect front-end interfaces with back-end systems
- Excellent communication skills to explain technical concepts clearly to stakeholders

PROFESSIONAL EXPERIENCE

Asurion – San Antonio, TX

Oct. 2021 – Jan. 2025

Technical Support Specialist

- Provided technical support for mobile devices, troubleshooting complex software and hardware issues.
- Diagnosed and resolved device issues using systematic problem-solving protocols, improving resolution efficiency.
- Created detailed technical documentation to standardize troubleshooting processes for the support team.
- Collaborated with cross-functional teams to identify recurring software bugs and provide actionable solutions.
- Mentored junior team members in technical processes, fostering knowledge sharing and coding logic understanding.
- Utilized CRM systems and remote support tools to streamline issue tracking and resolution workflow.
- Tested and validated device software functionality, contributing to overall product quality assurance processes.

Accomplishments:

- Reduced average device resolution time by 25% through improved troubleshooting protocols.
- Recognized as top performer for effectively resolving software-related technical support cases.

Remote Customer Service Representative

Jan. 2021 – Jan. 2025

- Delivered remote technical support, resolving customer issues via calls and online communication channels.
- Resolved technical inquiries, analyzing software and hardware problems to provide tailored solutions.
- Documented system errors and customer interactions to support team knowledge base and process improvements.
- Collaborated with technical teams to escalate complex software bugs and recommend fixes.

Accomplishments:

- Reduced average handling time by 18% through process improvements and workflow optimization.
- Surpassed team performance targets consistently, contributing to organizational customer support excellence.

Steves & Sons – San Antonio, TX

Oct. 2020 – Present

Assembly Line Worker

- Assembled door components and installed glass using precise measurements and problem-solving skills.

COURSES & CERTIFICATIONS

AC Certification – Valvoline
Jan. 2018 – Present

TECHNICAL TOOLS & PLATFORMS

Programming & Web Development:
HTML, CSS, JavaScript, React.js
Development Tools & Technologies: Git, RESTful APIs, CRM Systems, Remote Assistance Tools
Software & Productivity: Microsoft Office

DETAILED PROFESSIONAL
REFERENCES AVAILABLE UPON
REQUEST

- Followed technical assembly instructions to ensure defect-free, high-quality product output.
 - Assisted with machinery setup and minor troubleshooting to maintain production efficiency.
 - Documented assembly processes and workflow improvements for future reference and standardization.
 - Coordinated with team members to optimize task sequencing and operational efficiency.
- Accomplishments:**
- Streamlined installation process, improving assembly efficiency by 20% using procedural optimization.
 - Maintained product defect rate below 2% through detailed inspections and corrective measures.

Ford Motor Company – San Antonio, TX

Apr. 2020 – Sept. 2020

Customer Service Representative

- Provided exceptional customer service, addressing inquiries, concerns, and complaints professionally.
 - Promoted products and services, increasing engagement and meeting sales objectives.
 - Developed creative solutions to resolve complex customer inquiries efficiently and accurately.
 - Coordinated with cross-functional teams to resolve escalated issues promptly.
 - Maintained accurate records of customer interactions for service improvement and compliance.
- Accomplishments:**
- Increased product sales by 15% through proactive promotion and upselling strategies.
 - Improved average resolution time by 20% through process optimization and workflow adjustments.

Valvoline Instant Oil Change – Omaha, NE

Jan. 2017 – Apr. 2020

Assistant Store Manager

- Supervised daily shop operations, including hiring, scheduling, and training staff members.
 - Managed inventory and ensured timely maintenance of automotive equipment and repairs.
 - Handled customer escalations with professionalism, ensuring satisfaction and retention.
 - Analyzed sales data to identify trends and improve store performance and profitability.
- Accomplishments:**
- Increased store revenue by 25% through upselling and effective operational strategies.
 - Improved customer satisfaction ratings by 20% through efficient service management and training.

Country Market – Bloomfield, NE

Jan. 2016 – Jan. 2018

Cashier

- Handled daily cash transactions accurately, ensuring proper accounting and reconciliation procedures.
 - Assisted customers with product inquiries, providing helpful information and recommendations.
 - Maintained organized and well-stocked shelves to ensure smooth store operations.
 - Operated point-of-sale systems efficiently while minimizing errors during transactions.
 - Processed returns and exchanges professionally, following company policies and procedures.
- Accomplishments:**
- Maintained 100% accuracy in all transactions during employment tenure.
 - Consistently received positive customer feedback for friendly, professional service.