
Yonah Austin

Customer Support Engineer

Fort Mill, SC, 29708

yoaustin2@gmail.com

SKILLS

Soft Skills: Communication, Detail-Oriented, Problem-Solving, Team Work, Critical Thinking, Leadership, Adaptability, Enthusiastic, Collaborative, Reliable, Empathetic, Time Management

Technology Skills: Javascript ES6+, Python 3, HTML, CSS, SQL, Django 4, PostgreSQL, FastAPI, JSON, REST API, React.js, Docker, GitLab, GitHub, Slack, ZOOM, MS Office Suite, G Suite, Chrome DevTools, Visual Studio Debugger

EXPERIENCE

Hack Reactor, Remote — *Software Engineering Immersive Resident*

April 2023 - Oct 2023

- Guided and provided technical support to students on FastAPI and Django applications, enhancing their coding proficiency.
- Elevated the coding skills of over 60 students, ensuring effective bug resolution and timely project delivery.
- Fostered project management skills among students, promoting focused task completion and effective problem resolution.
- Addressed and resolved help-desk tickets, ensuring smooth software development operations.
- Conducted insightful code reviews and provided constructive feedback to students, promoting continuous learning.
- Helped students overcome coding challenges and debug software programs, providing tailored support to address individual learning obstacles.
- Facilitated communication with educators and counselors to discuss student progress and academic performance.

Employers Group Inc, Charlotte, NC — *Underwriting Support Representative II*

Oct 2019 - Oct 2022

- Managed and processed 30-40 daily transactions, ensuring SLA compliance and operational requirements.
- Collaborated with customers to gather information, resulting in timely endorsement processing and strong client relationships.
- Prioritized endorsements based on urgency and importance, ensuring that critical customer inquiries were addressed promptly and efficiently.
- Leveraged analytical skills to provide top-tier customer service utilizing email, phone and video conferencing communication channels.
- Processed endorsements with accuracy, leading to 98% error-rate and high client and management satisfaction.
- Utilized Microsoft suite applications to enhance productivity, streamline processes, and drive impactful results.

EDUCATION

Hack Reactor, Remote - Advanced Software Engineering Certificate – Nov 2022 - Mar 2023

Winthrop University, Rock Hill, SC - Bachelor of Science Degree in Business Administration — Aug 2017 - Dec 2018