

Anthony Massaquoi

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My Portfolio:

<https://adotmdot.github.io/Anthony-Mass-Portfolio/My%20SE%20Portfolio.html>

OBJECTIVE

Marine veteran with Jr. Software Engineering skills and advanced customer service skills. Adept in HTML, CSS, Python, and JavaScript. I am looking for a rewarding position in a company or organization, coming with passion and determination to assist clients. A strong communicator who is confident in his abilities and willing to learn and adapt to new things in an innovative organization.

EDUCATION

Western Governors University

Bachelor's degree in Software Engineering

Anticipated Graduation Mar 2026

LaGuardia Community College, Queen, NY

Associate degree in Engineering/Computer Science, Graduated 2023

Northwestern Connecticut Community College, Winsted, CT

Associate degree in Engineering Technology, Graduated in 2022

Academic Honors: GPA 3.75, Dean's List

TECHNICAL SKILLS

PROGRAMMING: HTML, CSS, JavaScript, Python, PHP

FRAMEWORKS AND TOOLS: PyTorch, Pandas, VS Code, AWS, Node Js, Agile

SYSTEM ADMINISTRATION: Microsoft Office 365

DATABASE AND VISUALIZATION: SQL Server Management Studio, CRM, Tableau

CERTIFICATIONS: Google Data Analytics, Python III

MILITARY SERVICE

United States Marine Corps - 2013-2017

Honorable Discharge, achieving the rank of Non-Commissioned Officer

- Exemplified versatility, problem-solving, and multitasking skills in performing diverse tasks to supervise a team or squad through various geographic locations and live fire ranges.
- Demonstrated proficiency in conducting tactical movement through all-weather conditions and high-stress environments.
- Acquired and completed Jungle Warfare Training, Non-Commissioned Officer Corporals Course, and Squad Leaders Course.

Experience

Reality AI Lab – 2024 -Present

Entry Level Software Engineer: 25 Hours Weekly

- Design, develop, and maintain front-end and back-end components using JavaScript.
- Conduct thorough testing, help identify and resolve bugs and document software features and code to ensure a sustainable codebase.
- Collaborate with fellow lab members across various functions to ensure cohesive project execution and knowledge sharing.

InTouch - 2023 – 2024

Technical Customer Support Advisor: 40 Hours Weekly

- Troubleshoots software issues for customers, including iOS, Android, Mac and Windows
- Exemplify strong problem-solving skills and provide thorough customer support and problem resolution.
- Refer complex issues to upper management while still having an excellent and positive rapport with customers
- Efficiently listens and understands information and ideas presented through verbal and visual presentation
- Maintain patience and composure in the face of difficult customer situations
- Train new employees and properly explain company procedures and protocols clearly and efficiently

AMassMoving LLC – 2020 – 2023

Owner/Moving, Junk Removal, Cleaning Services: 40+ Hours Weekly

- Founded a small business specializing in loading, packing, transporting, and furniture assembly for residential and commercial accounts.
- Provide safe, on-time, dependable transportation with a safe driving record.
- Ensured garbage is removed, transported, and disposed of according to policy and procedure.
- Managed all customer reservations, billing, and invoicing.
- Used CRM software to complete customer data entry, input leads into the database, and book appointments.

G4S Secure Solutions – 2018 – 2019

Security Officer: 40 Hours Weekly

- Perform security patrols of designated areas on foot.
- Watch for irregular or unusual conditions that may create security concerns or safety hazards.
- Sound alarms or call the police or fire department in case of fire or the presence of unauthorized persons.
- Warn violators of rule infractions, such as loitering, smoking, or carrying forbidden articles.
- Permit authorized persons to enter the property and monitor entrances and exits.
- Observe departing personnel to protect against theft of company property and ensure that authorized removal of property is conducted within appropriate client requirements.
- Investigate and prepare reports on accidents, incidents, and suspicious activities.
- Aid customers, employees, and visitors courteously and professionally.