

Anthony Massaquoi

1586 W Maggio Way

Chandler, AZ 85224

(951) 434-1654

Anthonymassaquoi857@gmail.com

OBJECTIVE

Marine veteran with full-stack development/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 Dec 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

SYSTEM ADMINISTRATION: Microsoft Office 365

DATABASE: MySQL, SQL Server Management Studio, CRM

CERTIFICATIONS: Google Data Analytics

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

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 support and problem-resolution for customers.
- Refer difficult 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

Millennium Information Services – 2023 – 2023

Property Field Inspector: 32+ Hours Weekly

- Route, perform, and complete inspection reports.
- Coordinating with homeowners via text and phone to schedule data collection and inspection dates/times, following up when needed.
- Travelling to properties to conduct exterior home inspections.
- Measuring the exterior and sometimes interior of the property and generating an accurate diagram of the home.

Amazon – 2022 – 2023

Warehouse Associate: 40+ Hours Weekly

- Utilized forklifts and other machinery to get customers' orders from bays.
- Properly stored merchandise in trucks.
- Offload incoming shipments from trucks.
- Sort and categorize goods based on size, type, or destination and prepare them for staging.

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.

Amazon - 2020 – 2021

Delivery Driver: 40+ Hours Weekly

- Demonstrate exceptional customer service using fine-tuned interpersonal skills to represent the company appropriately.
- Handle, secure, and organize packages with the utmost care.
- Verify each delivery against shipping instructions before delivering to customers.
- Document complete and appropriate records regarding the courier packages, mileage, and miscellaneous expenses.

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.