

Andrew Atwood

Professional Summary

Highly motivated, self-taught Junior Software Engineer with 6+ years experience in the IT domain that is seeking an opportunity with a growing organization that will utilize and enhance my knowledge in software development, as well as provide me with the essentials to expand my skillset.

Work Experience

Sift Media, Durham, NC

Senior Ad Operations

Jan 2021 - May 2022

- Provide Technical Account Management for new and existing customers and oversee customer technical issue resolution to maximize revenue.
- Support Sales & Business Development by providing technical support for new customers from contract to in-life management.
- Refine and manage customer technical support processes and documentation.
- Manage the on-boarding process for multiple, concurrent customers.
- Provide direction into Product for future features and functionality that will reduce technical support requirement for customers
- Consult with business owners on a regular basis to ensure technical support needs are addressed

Sift Media, Durham, NC

Technical Account Manager

Nov 2019 - Jan 2021

- Provide Technical Account Management for new and existing customers and oversee customer technical issue resolution to maximize revenue.
- Convey the technical integration status of new and existing customers.
- Work with cross functional teams to resolve customer issues related to technical support and help troubleshoot technical issues
- Provide direction into Product for future features and functionality that will reduce technical support requirement for customers
- Act as primary technical liaison between prospect/customer and internal Sift teams
- Monitor on-boarding and in-life support processes and report status to stakeholders on an ongoing basis
- Consult with business owners on a regular basis to ensure technical support needs are addressed

Neurotronics, Gainesville, FL

Technical Support Specialist

June 2018 - Nov 2019

- Provide Technical Support for new and existing customers with a significant focus on single call resolution.
- Minimize downtime for system critical hospital equipment.
- Primarily responsible for the onboarding, training, and guidance of new hires.
- Led the process for architecting and implementing complex custom reporting for hospitals' sleep centers with a unified focus on a 99.9995% precision using proprietary reporting software.
- Report to multiple forms of management daily about the ongoing of the support department.
- Collaborate with additional support personnel to ensure complex and enigmatic problems are resolved and documented in accordance with Neurotronics policies and procedures.

Contact

Email: Andrews1006@gmail.com

Phone: 850 590 5242

Location: Durham, NC

GitHub

LinkedIn

Skills

SQL

NoSQL

Amazon Web Services

Microsoft Office Suite

Linux

HTML / CSS / JavaScript

NodeJS

React / Vue

React-Native

Git

Docker

Java

COBOL

PowerShell

Firebase

Certifications and Training

AWS Certified Cloud Practitioner

AWS Developer Associate (10/2022)

JavaScript: Understanding the
Weird Parts

Learn and Understand NodeJS

Ultimate Web Developer

Bootcamp - 2021

MySQL Bootcamp

React - Front to Back

React Native: A Practical Guide

VueJS - The Complete Course

Electron From Scratch

The Complete Android N

Developer

Scala and Functional

Programming

References

Doug Norris

Neurotronics, Gainesville, FL

Technical Support Specialist

Phone: 325 316 2882

Friend of 20 years.

Justin Mirch

Get Spiffy, Durham, NC

VP of Client Outreach

Phone: 703 431 8041

Previous director of business
development at Sift Media

Corey Archer-Johnson

Amtrak, New York, NY

Lead Service Technician

Phone: 848 203 6958

Naval sonar supervisor team lead.