Cory Apperson

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Work Experience

Customer Support Technician

Corewell Health - Grand Rapids, MI
November 2022 to Present

• Provides technical advice, guidance and formal or informal training to customers using hardware and software programs
• Maintain an understanding of services provided and departmental functions, troubleshoots and restores service or gathers and documents information for next level support.
• Performs root cause analysis and develops checklists for typical problems

Customer Service Attendant

Potter Park Zoo - Lansing, MI
May 2019 to October 2020

Handled admissions via computer system, maintaining customer registration, reservations, and rentals using custom designed applications.

Student Activity Center Attendant

Southwestern Michigan College
June 2018 to May 2019

Operated front desk, moderating access to the Student Activity Center, handling logs, records, and transactions of students using the center's facilities, and running extra-curricular activities.

Temp Team Member

Follett Corporation
August 2017 to June 2018

Handled receiving and processing shipments, managing inventory, printing tags, and filing paperwork for the college bookstore. Assisted with various text-book department related tasks. Ran cash register.

Education

Bachelor's in Computer Science

Oregon State University - Corvallis, OR
June 2022 to Present

Associate in Science (AS) in Computer Science

Lansing Community College - Lansing, MI
September 2018 to May 2021

Skills

- Customer Service
- C++ (1 year)
- C# (2 years)
- Unreal Engine (3 years)
- Computer Science
- .NET Framework
- Software Troubleshooting
- Python (1 year)
- Visual Studio (2 years)
- C/C++

Additional Information

SKILLS & ABILITIES
4+ Years in programming across various languages in personal projects, primarily C# and C++.

Avid user of Unreal Engine since it's original release in 2014, knowledgeable in most of it's tools including the level editor, blueprint scripting, and material creation.

Experience working in customer-oriented jobs, working with internal computer systems, and familiarity with troubleshooting and assisting other in technical problems.