

AUSTIN SISSON

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SUMMARY OF QUALIFICATIONS

Self-motivated junior full-stack engineer with proven experience in building web applications from the ground up. Currently seeking a full-time, remote junior developer position.

- Built 4 production-quality web applications (available on GitHub and Heroku)
- 4 years experience in roles that emphasize self-direction, extensive troubleshooting, and providing a quality user experience
- 3 years experience in succeeding as part of an entirely remote workforce

WORK EXPERIENCE

Geek Squad, Remote

2014 to Present

Quality Assurance Agent

- Contribute to the development of the online support channel by identifying trends, strengths, and opportunities
- Resolve high-level escalations related to online and field services by working directly with clients and relevant teams to provide quality solutions
- Answer inquiries regarding billing, contracts, and general client account-related information

Geek Squad, 70% Remote / 30% Terre Haute, Indiana

2012 to 2014

Online and Field Support Agent

- Provided remote technical support for clients across the country with various technology issues
- Provided on-site consultation and technical support for local clients
- Part of a team that was among the top in the company in client satisfaction

Geek Squad, Terre Haute, Indiana

2011 to 2012

Lead Repair Technician

- Performed virus removals, hardware repair and upgrades, operating system maintenance, installation and repair of software applications, as well as provided general consultation
- Trained new technicians on company systems and tools and coached around best practices
- Responsible for reducing average turn-around time for repairs from 5 to 3 days.

EDUCATION

Full Stack Web Development, Bloc, San Francisco, CA

February 2015

B.S., History, Indiana State University, Terre Haute, IN

December 2013

SKILLS / PROJECTS

Programming: Ruby on Rails, HTML, CSS, Javascript, jQuery, HAML, Postgresql, Git, Heroku

Platforms: Windows, Mac, Linux, iOS, Android

Projects: Available on GitHub @ github.com/austinsisson

REFERENCES

Available upon request