

Alec Yaksich

Full-Stack Developer



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<https://www.linkedin.com/in/alecyaksich>



<https://github.com/ayaksich99?tab=repositories>

Logical and results-driven Web Developer dedicated to building and optimizing user-focused websites for customers with various business objectives. Judicious and creative when crafting effective websites, apps and platforms to propel competitive advantage and revenue growth. Technically proficient and analytical problem solver with calm and focused demeanor.



Education

2020-08 - Current

Certificate: Front/Back-end Developer

Midland University - Fremont, NE

The Midland Code Academy is a full time, immersive program designed to take you to beginner to career-ready in 12 weeks. Teaching you HTML5, CSS, Angular, Node.js, and JavaScript.

2019-01 - 2019-08

Certificate: Information Technology : Information Technology

Google IT Support Program

2017-08 - 2019-01

Some College (No Degree): Business Administration And Management

Metropolitan Community College - Omaha, NE



Skills

Database management

Customer service

Programming (JavaScript, Angular, HTML5, CSS, Node.js)

Conceptual understanding

Application design

API design knowledge



Work History

2019-12 - Current

Technical Support Associate

EMS, Omaha, Nebraska

- Patched software and installed new versions to eliminate security problems and protect data.
- Followed up with clients to ensure optimal customer satisfaction following support engagement and problem resolution.
- Configured hardware, devices and software to set up work stations for employees.
- Responded to support requests from end users and patiently walked individuals through basic troubleshooting tasks.
- Worked with software development team on reported errors and bugs on newly released software and assisted in deployment of release fixes.
- Demonstrated professionalism and courtesy with customers while working to resolve complaints, problems or respond to questions.
- Broke down and evaluated user problems using test scripts, personal expertise and probing questions.
- Created support documentation that empowered and enabled user community to extend skills, leverage system features and find resolutions to questions without intervention from support team.
- Engaged end users and answered questions via email, phone, website live chat and in forums.
- Removed malware, ransomware and other threats from laptops and desktop systems.
- Assessed system hardware and software and suggested modifications to reduce lag time and improve overall speed.

2019-08 - 2019-11

Server

South Creek , Blair, Nebraska

- Collaborated with kitchen team to support order preparation, manage efficient deliveries and minimize customer service issues by verifying meals.
- Created orders, documented special requests and followed up with kitchen personnel to foster top-quality service and minimize complaints.

2017-11 - 2019-08

Associate Consultant

The Rush Market, Omaha, Nebraska

- Led various projects under guidance and supervision of chief consultant.
- Identified and implemented strategic plans based on accurate readings of specifications and solid collaboration with project leadership.