CHRISTINA GIN

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SKILLS

Languages | Python, JavaScript (AJAX, JSON), HTML, CSS, SQL, SQLAlchemy, Bash
Frameworks/Libraries | Flask, jQuery, Bootstrap, Jinja, Django, Angular
Database/Industry Tools | PostgreSQL, Git, GitHub, Command Line, AWS

EXPERIENCE

Support Engineer
Spotinst, San Francisco, CA   **12/2017 - Present**
- Provide troubleshooting assistance of saas product for customer issues and integrations via chat and email
- Proactively monitor the system by anticipating and resolving incidents
- Explain to customers how to better use the system, understand application architectures and software integration approaches
- Understand AWS cloud computing concepts

IT Support Specialist
Advent Software, San Francisco, CA   **10/2014 – 3/2017**
- Provided 2nd and 3rd level support for remote or local users and executive staff with issues ranging from VPN connectivity, basic system issues, network connectivity, hardware malfunction, data backup and recovery
- Supported MacOSX, Windows machines, iOS and Android mobile devices
- Administered Windows 2008 and 2012 Servers within an Active Directory networked environment
- Managed weekly new hire onboard training presentation for IT services

Senior Service Desk Analyst   **8/2012-10/2014**
Service Desk Analyst   **8/2011 -8/2012**
UC Davis Division of Social Sciences IT, Davis, CA
- Provided customer service and general administrative support for faculty and staff
- Managed high-volume service requests from customers using SysAid ticket system
- Analyzed and solved technical issues regarding hardware, software, and email problems
- Interviewed and trained Junior Analysts on job responsibilities, customer service and support tools, and standard processes
- Consulted customers to better understand their IT needs and created solutions tailored to their requirements

EDUCATION AND TRAINING

Hackbright Academy   **6/2017**
Software Engineering Fellowship
Accelerated, 12-week, software engineering program for women.

University of California, Davis   **6/2014**
Bachelor of Science in Environmental Policy Analysis and Planning