

SUMMARY

Passionate technology enthusiast and software engineering student with experience and extensive education in software development. Technical customer support agent with proven analytical problem solving and customer support skills. Committed to ensuring that quality standards are upheld to promote optimal client satisfaction and business goals.

SKILLS

- HTML
- CSS
- Javascript
- Python
- SQL
- Django
- React.JS
- Node.JS
- Github
- Git
- Slack
- Zoom
- Database (Firebase, Postgresql)
- SQL
- Bootstrap
- Agile Methodologies(Kanban, SCRUM)

EXPERIENCE

Software Development Student / Kenzie Academy - Indianapolis, IN

07/2019 - 07/2020

- Developed web applications using technologies such as React, Redux, NodeJs, Express, postgresQL, Bootstrap, Django.
- Learn and adapted new technologies to make solutions for project goals.
- Worked in teams for capstone projects using Agile methodologies involving weekly sprints, scrum planning, and daily standup meetings.
- Completed assignments involving package management, virtual environments, unit testing, Building APIs, connecting to RESTFUL API, web requests, and user authentication systems.
- Completed Python curriculum that teaches python fundamentals and important programming principles.

Advanced Repair Agent / Best Buy - Orlando, FL

08/2017 - Current

Worked at multiple locations: Union NJ, Minot ND, Orlando FL(current)

- Build relationships with clients in order to provide trusted advice and solutions.
- Set up, test, and configure networks, desktops, laptops, and printers.
- Install PC hardware such as motherboards, RAM, HDD.
- Provide troubleshooting for PC hardware, operating systems and software.
- Coordinate hardware and software repair processes with in store team members and outside vendors.
- Perform client education on aspects of technology in terms they can understand

EDUCATION AND TRAINING

KENZIE ACADEMY - IN

07/2020

Certificate of Full-Stack Web Development

RUTGERS, THE STATE UNIVERSITY OF NEW JERSEY Newark College of Arts and Sciences

2018

Bachelor of Arts: Information Systems