

# Kevin Billeaud

Advanced Technical Support Agent with a deep understanding of web and device applications, product pipelines, and SAAS platforms.

INTJ

(254) 749-0425

KevinBilleaud.com

KevinBilleaud@gmail.com

## EXPERIENCE

### FareHarbor, Denver, Co — *Client Dashboard Specialist*

Feb 2019 - current

- Mastering best practice configurations of the FareHarbor software, I am responsible for delivering ready-to-go solutions for our clients in a timely manner.
- Using Close.io, and Google suite products, our team surpasses expectations weekly, bringing hundreds of clients live on our platform with in-depth knowledge of extremely complicated configurations.

### OpenTable, Denver, Co — *Tech Support 1*

Sept 2017 - current

- Learned to quickly troubleshoot and repair network mis-configurations, while maintaining helpful conversation with the customer.
- Created 301 Redirects for the Engineering department.
- Built and hosted the GUI for a reporting tool used by Customer Support with multiple APIs, HTML5, CSS3, and JavaScript.
- Assist our T2 techs with advanced troubleshooting.

### Centennial Arts, Bryan, TX — *Front End Developer*

Oct 2015 - Feb 2016

- Responsible for using jQuery and JSON to minimize the network bandwidth a web-app would need, thus speeding up load time.
- Wireframed the future styling of an existing web application, thoughtfully designing each function.
- Used version control software to keep up with changes and improvements, and Chrome Developer Tools to debug code.

## EDUCATION

### Blinn College, Bryan, TX — *Associate of Science, Business Major*

Aug 2010 - Dec 2013

## PROJECTS

### Moments — *Mobile Application*

Feb 2016 - April 2017

- Built for the Google Play Store in Android Studio 2.2.3.
- Sends and receives JSON encoded data, while interacting with the Google Maps API.
- Uses OAuth2 Authentication to allow sign in to user database.
- Intuitive user interface keeps users focused on the content.
- Uses Async methods to call URLs in order to update data.

## SKILLS

Android Application Dev

Close.io

Command Prompt

Chrome Developer Tools

Chrome Ext. Development

Cross-Browser Testing

Customer Service

Custom Computer Builds

GIMP 2

Git/GitHub

Google APIs

HTML5

Java

JavaScript

JIRA/Ticketing

Network Troubleshooting

Remote Desktop Connection

RESTful API Services

SalesForce

Slack

Statamic

XML

Fun Fact: On October 31st, 2012, A photo I took made it to the front page of Reddit.