

Samuel L. Reid

20707 Anza Ave Torrance, CA 90503

Cell: (347) 977-0953

REIDSL@icloud.com

Objective

Python Enthusiast with a strong IT background looking to automate my life one python script at a time.

Work Experience

Coding Dojo Inc. Part of CTU

Full Stack Web Dev TA

Remote

Nov 2021 to Present

- Mentor over 500 but support over 750+ Full Stack Web development students annually through various programming stacks and best practices.
- Developed and implemented engaging lesson plans that improved student comprehension by 17%.
- Assisted in the development of student portfolios to document progress and showcase achievements.
- Collaborated with instruction staff to assess student performance based on trends/patterns and recommend remediation strategies.

American Honda Motors

Application Support Analyst

Torrance, CA

Dec 2016 to Oct 2022

- Developed a python algorithm to automate data entry and error check resulting in a tool turnaround time from 1 week to just 1-2 days.
- Reduced service call duration by 80% through root cause analysis of software issues and updating the internal knowledge base.
- Created a knowledge base of technical documentation and resources that reduced the number of customer service inquiries by 20%.
- Supported proprietary software/devices in all Honda/Acura dealerships in North America.

TheStreet, Inc.

Tier II Helpdesk Technician

New York, NY

Jun 2012 to Sept 2016

- Established and maintained a second-tier support team for customer-facing issues, offering an escalation point for advanced IT problems beyond standard customer support.
- Trained new helpdesk hires on customer service policies and procedures, resulting in improved customer service
- Identified customer service issues and worked with the appropriate teams to resolve them.

Skills

Languages– Python, Javascript, HTML/CSS

Databases– MySQL, MongoDB

Frameworks– Django, Flask, Bootstrap, TailwindCSS, Express

Cloud Platform– AWS

Other Tools– React.js, Selenium, Node.js, Git/Github, JQuery

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Projects

- [Portfolio](#)
 - Personal React.js website with links to socials and repos.
- [Automation Scripts](#)
 - Python script utilizing Selenium WebDriver to automate several work tasks.
- [Password Generator](#)
 - Python Flask web app that generates strong passwords. It stores and encrypts the password in a MySQL database.
- [Wordle Clone](#)
 - Serverless React.js web app of the popular game, Wordle, utilizing Word API.
- [HAF](#)
 - My first project was a Python Django bill splitting web app with a SQLite DB.

Education

Clarkson University

B.S, Information Systems and Business Processes

Potsdam, NY

Aug 2007 to May 2011