

Samuel Reid

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Education

Clarkson University

B.S IN INFORMATION SYSTEMS AND BUSINESS PROCESSES

Potsdam, NY

Aug 2007 – Dec 2011

Work Experience

Coding Dojo

WEB DEV TEACHING ASSISTANT

Remote

Nov 2021 – Present

- Provided direct learning support to over 750+ web development students on various technologies and technical concepts including Python/JavaScript and associated frameworks, NoSQL/Relational Databases, OOP, debugging, deploying, etc.
- Collaborated with instruction staff to assess student performance basis of trends/patterns and recommend remediation strategies.
- Reported bugs and errors to development team and collaborated with QA to improve course materials.
- Managed, evaluated, and coordinated a variety of student projects.

Delta Computer Consulting (Client: Honda Motors)

APPLICATION SUPPORT ANALYST

Torrance, CA

Dec 2016 – Oct 2022

- Identify software behavior issues and patterns to create preemptive measures to cut call volume.
- Report monthly knowledge base validation reports to make sure knowledge base is up to date.
- Managed to complete daily tasks while handling call volumes up to 30+ calls a day.
- Follow up with users when bugs are fixed, requested features are implemented/released.
- Supported propriety software/devices in all Honda dealerships in North America.

TheStreet, Inc.

TIER II HELPDESK TECH/CUSTOMER SERVICE REPRESENTATIVE

New York, NY

Jun 2012 – Sept 2016

- Train and manage a team in dealing with second level technical issues.
- Oversee the configuration and deployment of HP Copiers in the New York office.
- Conduct port configurations for new network ports in new desk space areas.
- Develop an excel program for Customer Service team to keep track of inventory.
- Create Active Directory accounts along with Office365 mailbox for new hires.

Skills

Languages: Python, Javascript, HTML/CSS

Databases: MySQL, Mongo DB

Frameworks: Django, Flask

Other Technologies: React.js, Bootstrap, TailwindCSS, Selenium, Tkinter

Awards

Analyst of the Year 2017-19, Awarded yearly for 3 consecutive years as the best analyst on a metrics heavy team. Metrics that scored on but not limited to teamwork, initiative, number of tickets quickly closed without reopen, survey scores, knowledge base contributions, and how quickly a call was picked up.

iNSC Team

Leadership