Samuel L. Reid

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Skills

Python, Django, Flask, MySQL, MongoDB, JavaScript, React, HTML, CSS, AJAX, jQuery, Bootstrap, Tailwind, Git/GitHub, AWS

Work Experience

Coding Dojo Inc.   Bellevue, WA

Web Dev Teaching Assistant   Nov 2021 to 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.

American Honda Motors   Torrance, CA

Application Support Analyst   Dec 2016 to 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.   New York, NY

Tier II Helpdesk Tech/Customer Service Representative   Mar 2013 to 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.

Helpdesk Intern   Jun 2012 to Mar 2013
- Document troubleshoot steps in our knowledge base.
- Repair and service Apple, Lenovo, Dell and HP PCs.

Education

Clarkson University   Potsdam, NY
B.S, Information Systems and Business Processes   Aug 2007 to May 2011