

Daniel LaCoste



TOOLS

 macOS

 Linux

 Windows

 Python

 Zendesk

 JIRA

 HTML/CSS

 JavaScript

 VIM

 Bash

 Git

 MySQL, MSSQL

EDUCATION


University of Calgary, Sept. 2012 - April 2017

Bachelor of Science

Major in Computer Science with Internship

CONTACT

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EXPERIENCE

Plaid

November 2017 - Present

Technical Support Engineer

- Analyze and identify trends in customer issues
- Diagnose and create solutions to complex customer problems
- Collaborate with multi-functional teams to improve the customer experience
- Work alongside engineering teams to build internal support tools

Nintendo of Canada

June 2017 - September 2017

Brand Ambassador

- Promoted and demonstrated various Nintendo games to hundreds of customers
- Provided feedback on daily interactions with customers and event guests
- Communicated frequently and collaborated with team members and supervisors

Hitachi ID Systems

May 2015 - August 2016

Technical Support Analyst, Intern

- Accomplished tasks with automation via Bash, PowerShell, and Python scripting
- Developed an internal application which logged administrative services for clients
- Installed, configured, and managed Active Directory/LDAP directories, IIS/Apache web servers, and MSSQL/MySQL databases
- Provided Tier-3 technical support within development and production environments to Fortune 500 system administrators via phone, email, and Cisco WebEx
- Communicated with colleagues to analyze and troubleshoot technical problems