

Dwayne Desmarais

Millers Falls, MA

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(603) 760-8734

Driven and highly-focused budding software developer. Experienced in app development and scripting languages within an AGILE environment.

Authorized to work in the US for any employer

Work Experience

Technical Support Services for App Building Software

Modo Labs

July 2019 to Present

Troubleshoot app developer reported issues on both iOS and Android platforms.

- Diagnose, document, and report internal software issues to the engineering team.
- Utilize Freshdesk and JIRA based reporting systems to track work done.
- Build, update, and maintain customer apps within Apple Store and Google Play.
- Google-based report scripting.
- Experience with AWS and JSON.
- Experience setting up/troubleshooting SSO based authentication with customers.

Technical Support Representative II

EBSCO

April 2016 to July 2019

Assisted customers with product inquiries, concerns, and troubleshooting of reported issues.

- Reported system errors to software teams, monitored outcomes, then updated customers with solutions.
 - Updated and performed training sessions for team knowledge building.
 - Provided case assistance for colleagues in the form of questions, case review, and the CHAT program.
 - Extensive experience with NetSuite, case assigning, and case handling.
 - Created scripts for automatic email reminders and reporting to assist teams with case backup systems.
- Billing and IP Technical CAE Positions

Comcast

July 2007 to 2016

Provided prompt resolution and/or follow up for customer concerns regarding billing and service requests.

- Peer support for billing and technical queues.
- Performed troubleshooting for IP Tech and limited Video Tech.
- Mentored new hires for 5 billing cycles in Waltham and Chelmsford offices.

Education

B.S. in Computer Science

Southern New Hampshire University

March 2021

Associates Degree in Computer Programming & Communication

Greenfield Community College