**Dwayne Desmarais**

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**Language Experience:**

* Visual Basic (1 year school/work experience, multiple projects)
* C, C++ (5 years hobby/school/work experience)
* Java, JavaScript (2 years school experience)
* MySQL (1 year school experience)
* Python (2 years’ experience, multiple projects)
* HTML, CSS (self-taught)
* Google Scripting (self-taught, 1 year experience, multiple projects)

### **Skills & Experience:**

* Critical thinking
* Advanced problem solving
* Logical
* Team player
* Attention to detail
* Apple Developer / Google Developer
* AWS (JSON/Xcode, limited experience)
* Multiple API projects/experience (FreshDesk)

# **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.

**Customer Support Team Lead**

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 in Waltham and Chelmsford offices.

# **Education**

**B.S. in Computer Science**

Southern New Hampshire University, March 2021

**AS in Computer Programming & Communication**

Greenfield Community College, May 2005