# **Edward Aaron Goering**

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# Saint Louis, MO 63114

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**Skills:**

|  |  |  |
| --- | --- | --- |
| **Programming Languages** | **Operating Systems** | **Software** |
| * Java * Python * C++ * HTML5 * CSS * SQL | * Windows * Linux * Mac OS | * Eclipse IDE * IntelliJ IDEA * MAMP * Visual Studio Code * Spring Boot MVC |

**Education:**

***LaunchCode* (LC101 Course)** Saint Louis, Missouri June 2018

**Relevant Work** Studied fundamentals of programming in Python, Java with back-end web development and SQL training. Also learned Agile and Wireframing for project development

***Bethel College* (Accredited Liberal Arts)** North Newton, Kansas

February 2005 **Bachelor of Science** in Computer Systems Administration

**Work Experience:**

***Charter(Spectrum) Communications***, Bridgeton, MO June 2014-June 2018

* Specialized in troubleshooting internet and phone services in a call center environment with customers
* Engaged with customers to communicate necessary troubleshooting steps effectively on a wide array of devices from Android/iOS to Windows/macOS
* Adapted those skills to work with field techs using specialized back-end provisioning software after promotion

*Achievements at Charter:*

* + *Ace Award - three times in 2015/2016 - Top 5 overall performance*
  + *Silver Award - 3rd Quarter 2015 - among top performers*
  + *Top 1-2 Performer in Day of Job for three months in a row in 2017*

***Computime (CMS Solutions)*** St. Ann, MO March 2012-May 2014

* Acquired communications skills by handling business to business sales cold calls to gauge interest in client’s business

***BECS Technology, Inc*.** St. Louis, MO January 2006-February 2012

* Apprenticed in IT work briefly for about three months, upgraded infrastructure to Windows Server 2008/ Windows 7. Installed updated versions of the Trendmicro Antivirus and database management software over Remote Desktop utility. Replaced hard drives, RAM, video cards, and motherboards.