HARRISON SIERRA

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Driven honors student who is ready to start a career in software engineering. Experienced IT professional with two years of experience. Skilled with many programming languages and technologies.

EXPERIENCE

07/2022 - Present
Customer Service Technician • Logos
Bellingham, WA
- Handled elevated calls from representatives involving technical problems with Windows, macOS, and Linux
- Programmed a tool to store email templates which cut time to send an email in half
- Collaborated with development team by writing bug reports with Jira
- Consistently in top of department with a 90% resolution rate and 4.86/5 customer rating

05/2021 – 07/2022
Crew Member • McDonald's
Ferndale, WA
- Efficiently worked with team to drive a great customer experience
- Gained knowledge with customer service
- Learned to effectively manage tasks in a fast-paced environment

EDUCATION

2022-2024
AA, Software Development • Whatcom Community College
Bellingham, WA
- 3.98 GPA
- Courses included Data Structures and Algorithms, Applied Computer Architecture, and other software-oriented classes

PROJECTS

Plainner • plainner.com
React • JavaScript • Electron • SQLite • AWS
- All in one plain planning solution with sharable calendars, events, and tasks

Bible Browser • github.com/isierra2694/bible-browser
WPF • C#
- Browse the King James Version and search effortlessly thanks to the indexing functionality

Emailz • github.com/isierra2694/emailz
React • JavaScript • Google Sheets
- Keep email templates organized, easy to copy, and synced throughout a whole department with Google Sheets