Objective

Seeking Employment opportunity in the field of IT

Technical Skills

Languages: HTML, CSS, 3+ years of C#, 3+ years of SQL

Software: Visual Studio 2019, SQL Server (2012), Dbeaver,

Hardware: Desktop, Laptops

Systems: Microsoft WINDOWS (WINDOWS 7/8/8.1/10/11)

Core Qualifications

* Demonstrated ability to create programs based on skills learned in the classroom.
* Strong organizational and problem-solving skills.
* Visual, hands-on learner, eager to gain field experience.
* Dean’s List student at University of Akron's BS in IT program. Academic credentials are reinforced by programming experience gained during internship with Sportsoft Inc.
* Consistently commended by professors and internship supervisor for programming abilities, grasp of multiple technologies and attention to detail.
* Strong knowledge of object-oriented programing and application development tools using C#.
* Strong knowledge of .NET languages such as C# or VB.NET.
* Known as a self-starter, team player and multitasker--strive to consistently exceed expectations.
* Excellent customer service, effectively interacting with a diverse population.
* Retail experience including sales, cash handling, point of sale systems, credit card transaction, merchandise, and stocking.

Education

**University of Akron** Elyria, OH

Bachelor of Science August 2018 – May 2021

Computer Information Systems

**Lorain County Community College** Elyria, OH

Associate of Applied Business May 2018

Major: Computer Information Science Software Development

Relevant Courses

* Introduction to programming in C#
* Advanced programming in C#
* Introduction to programming in Java
* Web Development
* Database Design and Implementation
* Visual Basic
* Data Mining
* Advanced Unix/Linux
* Introduction to C++
* Web Database Integration
* Operating Systems Interfaces
* Local Area Networks
* Micro Computer Applications

Employment

**BrightEdge September 2021 – Present**

***Customer Success Analyst***

* Collaborate cross-functionally within BrightEdge to engage Customers and improve the overall Customer experience more deeply.
* Communicate thoughtful, empathetic, and complete resolutions tailored to each Customer’s unique needs.
* Responded to Supervisor emails in a timely and effective manner.
* Trouble shot problems within a time sensitive environment.
* Provided excellent customer service skills when dealing with difficult personalities.
* Partnered with our product and engineering teams to identify and diagnose software issues to fix and improve the product experience for our customers.
* Partner with Customers to effectively resolve issues through phone, chat, and email communications, adapting to fluctuations in the volume of incoming inquiries.
* Develop a deep knowledge of the BrightEdge platform to remove technical barriers for our customers and help them navigate a variety of tools within BrightEdge.
* Used SQL Server to make calls to internal database and wrote queries utilizing joins, aggregations, as well as ETLs to export client data and provide them with accurate information.

**Kenan Advantage Group December 2020 – September 2021**

***Penless Cab Support***

* **P**rovided technical support to all Kenan Advantage Group Mobile Truck drivers.
* Worked effectively in a team environment to support multiple Cab drivers at once.
* Responded to Supervisor emails in a timely and effective manner.
* Trouble shot problems within a time sensitive environment.
* Provided excellent customer service skills when dealing with difficult personalities.

**Bonefish Systems September 2018 – March 2019**

***Managed Service Technician***

* **P**rovided technical support to all Bonefish Managed Service accounts.
* Responded to customer emails within a timely and effective manner to ensure customer satisfaction.
* Managed on-going monthly computer system maintenance for every customer in a proactive manner.
* Managed customer fraud software server environment.
* Applied support for customer fraud software infrastructure problems and minor content changes on customer websites.
* Responsible to coordinate and represent the customer with 3rd party vendors (software/hardware) or 3rd party agents/representative.

**Sportsoft Inc.** February 2018 – August 2018

*System Application Support Engineer*

* Performed onsite demos for customers.
* Initial point of contact for the iOS version of the software.
* Gave instructional lectures on how to use and install the system software onto computers.
* Trouble shot printing problems with bartender software.
* Offered support for bartender license server to customers.

*Technical support intern*

* Handled customer support calls.
* Scheduled demos for new customers.
* Updated license software for customers.
* Offered trouble shooting of database problems when needed.
* Helped design company website.

**GAS USA Mini-Mart, Cleveland OH** May 2012 – December 2020

*Associate Manager*

* Co-Manages staff of 5 full-time employees.
* Creates and approves weekly work schedule.
* Maintains employee time sheets.
* Administers paychecks.
* Reviews point of sale reports for each shift.
* Approves all purchases and delivery of inventory.
* Serves as initial point of contact for return of damaged goods to suppliers.
* Serves as initial point of contact for inquires and complaints and only escalates issues when necessary.
* Monitors for, and when necessary, addresses issues of, loss prevention.
* Documents all relevant tax documentation.
* Oversaw store opening/closing procedures.