Kevin Cobin: Front-End Web Developer

Hello Prospective Employers, please check out my website for my portfolio, resume, as well as additional information you might find helpful: www.Github.com/kcobin777

Phoenix, AZ – Email me at kcobin777@gmail.com
Telephone# 480-241-0663

Position desired: Front-End Web Developer

WORK EXPERIENCE

Tech Support Representative
Nextiva – February 2016 to Present

- Provide technical assistance to customers for their VOIP(voice over IP) Telephone system.
- Main responsibility is to quickly diagnose and solve issues having to do with their system and/or network.
- Typical examples of requests: equipment not working correctly, incorrect configuration, optimizing networks(SOHO & large companies), walking non-technical as well as technical customers through their system.
- Also responsible for documenting all interactions thoroughly and in a timely manner.

Premier Support Solutions Technical Lead
Asurion – January 2014 to August 2015

- Coached and developed 2 teams of "Premier Support Solutions Technicians", totaling 25 people.
- Implemented best practices which provided us with predictability in metrics as well as adaptability to identify and correct present concerns and call drivers.
- Through coaching, development, and working closely with supervisors, I was able to assist my teams from being ranked 35th over all to 9th with team A; and from 25th place to 15th place with team B.

Cellphone Repair Technician & System Administrator
Sprint – May 2012 to January 2014

- Managed and performed maintenance on PCs, computers, printers, and the internal LAN. I repaired cellphones and was promoted to Cellphone Technical Lead.
- In charge of training, keeping the repair center neat, clean, and profitable.
- I was able to improve the profitability of the repair center from $1.8k a month in service fees to $3.6k by implementing best practices, stream lining the repair process, documenting, and enforcing policy and procedures.

EDUCATION

Horizon High School – Graduated
Scottsdale Community College
CompTIA – certification

LINKS

http://www.Github.com/kcobin777

ADDITIONAL INFORMATION

Summary of skills: HTML, JavaScript, jQuery, Android Dev, TCP/IP, SIP, VOIP, cellphone repair,
SOHO network & enterprise network experience, Skype for Business, Outlook, Libre, Msoffice.