

Kevin Cobin

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Highlights

- Recently finished learning and studying "Learning PHP,MySQL, and JavaScript" by Robin Nixon, now I have moved onto "Learning Python" by Mark Lutz
- Learnt basic Python, JavaScript, HTML, CSS, PHP, MySQL on TeamTreehouse.com and by reading books published by O'Reilly and other publications as well as online collaboration with fellow students and instructors.
- An independent, dedicated, efficient person. These attributes are proved through the series of courses I have taken or I am taking as of now independently through online platforms and self studies.
- Good Communication Skills, Presentation Skills, attitude towards leadership, authorisation and delegation, conflict resolution and negotiation and a very good team worker.
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Experience

Enterprise Tech Support Representative, Nextiva

Scottsdale, AZ— Feb 2016 - present

Accomplishments

- 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

Phoenix, AZ— Jan 2014 - Aug 2015

Accomplishments

- 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
Glendale, AZ— May 2012 - Jan 2014

Accomplishments

- 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
General— 2004 - 2008

Scottsdale Community College
Computer Science— 2012- Present

Skills

- HTML
- JavaScript
- jQuery
- CSS
- Python
- Android Dev
- TCP/IP, SIP, VOIP
- Cellphone repair
- SOHO network & enterprise network experience
- Skype for Business, Outlook, Libre, Msoffice.

References

<https://github.com/kcobinDEV>