# Kevin Baran

**Warren, MI**
**contact@kevinb4.com**

## QUALIFICATIONS

- Punctual employee, keeping operations running effectively
- Familiar in an office environment
- Diverse communicator

## COMPUTER SKILLS

<u>Software</u>: Citrix, Microsoft Office Suite including Microsoft Word, Excel, PowerPoint, Access, Outlook, Adobe Photoshop, Adobe Premiere Pro, Arbortext Editor, Visual Studio, VSCode, Github (git)
<u>Programming Languages</u>: C#, PHP, Javascript (with Node JS), HTML, CSS, Visual Basic
<u>Database Management</u>: MySQL

## EDUCATION

**Macomb Community College -** Warren, MI (2015-2017)
*IT - Programming Associates of Applied Science*
Dean's List (All semesters)
G.P.A. 3.9
Graduated with Magna Cum Laude

## WORK EXPERIENCE

**General Motors,** Warren, MI 2021-2022
*Software Reflash Analyst*
- Manage vehicle update schedules located on site by keeping track of vehicles via Excel and sending out invites via Outlook
- Keep track of new software versions and manage the preparation process of the data

**CareTech**, Troy, MI 2020-2021
*Service Desk Analyst*
- Receive incoming calls from clients and provide first level support; document each call verifying customer information and including all troubleshooting steps
- Research and resolve customer issues; escalate problems to appropriate individual/group

**Tweddle Group**, Sterling Heights, MI, 2018-2019
*QA Team*
- Analyze and repair structure, tagging and completeness errors in XML files using ArborText Editor
- Using authoring system reports, locate and repair broken internal hyperlink references within publications
- Perform quality checks on publications after development to ensure errors are addressed and corrected prior to delivery to customer