

Kevin Baran

Warren, MI
contact@kevinb4.com

QUALIFICATIONS

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

COMPUTER SKILLS

Software: Citrix, Microsoft Office Suit including Microsoft Word, Excel, PowerPoint, Access, Outlook, Adobe Photoshop, Adobe Premiere Pro, Arbortext Editor, Visual Studio, VSCode, Github (git)

Programming Languages: C#, PHP, Javascript (with Node JS), HTML, CSS, Visual Basic

Database Management: 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