

# 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, Adobe Photoshop, Adobe Premiere Pro, Arbortext Editor, Visual Studio, VSCode, Github (git), Microsoft Office Suite including Word, Excel, PowerPoint, Outlook

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** (Contract via IPG Services), Warren, MI (2021-2022)

*Software Reflash Analyst*

- Manage vehicle update schedules located on site 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** (Contract via IPG Services), Sterling Heights, MI (2018-2019)

*QA Team*

- Analyze and repair structure, tagging and fixing 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