

steven pierre

Software engineer

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75137

## EDUCATION

### DUNCANVILLE HIGH SCHOOL

Dallas, TX

High School Diploma (Feb 2016)

## CERTIFICATIONS

Codecademy IT

## CAREER OBJECTIVE

Hard-working professional with 8.5+ years of experience and a proven knowledge of computer aided engineering, cross-functional team, and conflict resolution. Aiming to leverage my skills to successfully fill the Software engineer role at your company.

## EXPERIENCE

### COMPUTER REPAIR TECHNICIAN

dewitt and dewitt, 75137, TX / Jan 2019 - Aug 2021

- Read blueprints, wiring diagrams, schematic drawings, or engineering instructions for assembling electronics units, applying knowledge of electronic theory and components.
- Test electronics units, using standard test equipment, and analyze results to evaluate performance and determine need for adjustment.
- Identify and resolve equipment malfunctions, working with manufacturers or field representatives as necessary to procure replacement parts.
- Write reports or record data on testing techniques, laboratory equipment, or specifications to assist engineers.
- Survey satellite receiver sites for proper signal level or provide technical assistance in dish location or installation, transporting dishes as necessary.

### SALES MANAGER

2020 company, dallas, TX / Jan 2018 - Jun 2019

- Provide customer service by greeting and assisting customers, and responding to customer inquiries and complaints.
- Answer customers' questions about products, prices, availability, or credit terms.
- Quote prices, credit terms, or other bid specifications.
- Contact new and existing customers to discuss their needs, and to explain how these needs could be met by specific products and services.
- Negotiate prices or terms of sales or service agreements.
- Maintain customer records, using automated systems.
- Identify prospective customers by using business directories, following leads from existing clients, participating in organizations and clubs, and attending trade shows and conferences.

### CUSTOMER SERVICE

Target, dallas, TX / Feb 2014 - Oct 2018

- Confer with customers by telephone or in person to provide information about products or services, take or

enter orders, cancel accounts, or obtain details of complaints.

- Keep records of customer interactions or transactions, recording details of inquiries, complaints, or comments, as well as actions taken.
- Review claims adjustments with dealers, examining parts claimed to be defective, and approving or disapproving dealers' claims.

## REFERENCES

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**References available upon request**