Austin Schaaf

Trade Support Engineer

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Summary

Versatile **IT Support Analyst & Software Developer** with a strong background in **technical support, full-stack development, and automation**. Adept at troubleshooting complex IT issues, optimizing system performance, and developing innovative software solutions. Experienced in **iOS app development, web development, and IT infrastructure management**. Proven ability to **analyze technical challenges, implement scalable solutions, and collaborate with stakeholders** to drive technological advancements.

Experience

2022 - present

Technical Support Specialist @ Palos School District 118

I provide comprehensive IT support to staff, teachers, and students, ensuring that all technology functions efficiently within the educational environment. My role involves troubleshooting and resolving hardware, software, and network issues across various platforms, including Windows, Mac, and Chromebooks. I manage and maintain IT infrastructure, including servers, Wi-Fi networks, and security systems, while also deploying and configuring devices to support classroom learning.

2014 - 2022

Web Developer @ Schaaf Window Company

I designed, developed, and maintained responsive and user-friendly websites using **HTML, CSS, JavaScript, and PHP**. I built and optimized front-end interfaces for seamless user experiences while ensuring functionality and performance across various devices and browsers. My role also involved writing efficient backend scripts, managing databases, and implementing dynamic features to enhance website interactivity.

Education

2022 - 2024

University of Florida
Bachelor of Science In Computer Science

Received my B.S. in Computer Science. Vice president of Psych Club. Member of the Honor Society.

Skills

Networking, Windows Endpoint, HTML, CSS, Javascript, Java, Swift, Objective-C, Bash Shell, C++, Python, SQL/sqlite, NoSQL, Batch, Powershell, Node, Google scripts, git, Heroku, Yarn, Intune, Azure Windows,, MacOS, NPM, HelpDesk, O365, Machine Learning, Selenium, Automation, Firebase, Adobe Suite, Ableton Live, Logic, Cubase, Mixing/Mastering, Guitar

Certifications

Stanford University - Machine Learning Certification

Hacker Rank - Problem solving