Maxwell Knaefler

Reno, NV | (775) 848-1892 | mjknaefler@gmail.com | www.knaefler.com | Github | LinkedIn

Summary

Self motivated software engineer with three years completed towards a BS in Computer Science at UCLA. Strong skills in Python development with an emphasis on backend web development with three years of experience using Python. Proven communication and management skills through eight years of working in the customer service industry. Looking to transition my skills into a full time software development position to deliver both business and customer facing product solutions.

Education

University of California Los Angeles (UCLA)   September 2018 - June 2020
Bachelors of Science, Computer Science (Completed 3 Years)
GPA: 3.2

Skills

- Background in programming languages such as C++, Python, HTML, CSS, Javascript, SQL
- Understanding of RESTful APIs
- Experience with QA automation testing using Selenium, Cucumber framework, Gherkin, and Postman

Professional Experience

Peg's Glorified Ham n' Eggs   October 2015 - Present
Server
- Maintain a welcoming and friendly environment for guests to establish and maintain customer loyalty
- Ensure customer satisfaction by addressing dietary restrictions and menu concerns in order to guarantee an enjoyable dining experience
- Handle transactions in both cash and credit cards to assure a proper balance within the point of sales system

Manager
- Demonstrate proper food safety and customer interaction practices as an example for employees
- Resolve any customer issues and concerns to perpetuate customer satisfaction and business
- Handle end of day logging of all transactions to account for any monetary mismatches between transactions and POS system
- Uphold a neat and orderly workspace for both customer satisfaction and efficiency for next day operations