

# Noah Michael

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## Highlights

- Highly motivated and hard working
- Customer service excellence
- Eye for detail
- Eager to learn and quick to implement
- Team player
- Quality focused

## Technical Toolbox

Languages: HTML5, CSS, JavaScript (NodeJS, ExpressJS, AngularJS), Java, Object Oriented Programming, C#, MYSQL, Arduino.

Tools: MS Office suite, Pages, Numbers, Keynote, Lotus Notes, Brackets, NetBeans, Visual Studio, Eclipse, WebStorm, Azure, FileZilla, mLab, Adobe Photoshop, InDesign.

Operating systems: Windows, Ubuntu, Mac OS X.

## Project

- Advertising website: A basic webpage using HTML 5 and CSS.
- Portfolio: A demo portfolio site developed using NodeJS.
- Budget App: Performs basic CRUD operations with a database.
- LongBot: A distance measuring bot on wheels using Arduino Uno.
- WAR: Wheeled Arm Robot using Arduino.
- Master the Mainframe: Introduction to mainframe technologies with IBM.

## Work Experience

Level 2 Technical Representative, Teleperformance Feb 2017 - April 2017

- Mastered the build for POS system for gas stations across America.
- Used AMDOCS to maintain documentation of every inquiry, complaint and support.
- Solved technical difficulties while maintaining excellent customer service.
- Delivered exceptional system analysis on GUI's.
- Educated clients on common issues and trained them to troubleshoot efficiently and effectively.

Customer Representative, Transcom June 2016 - Aug 2016

- Responded promptly to general and specific enquires.
- Assisted with bill payments and created tickets for various customer requests.
- Worked with various tools such as CRM, NYROC and ATIM.
- Performed complete analysis of faulty hardware.
- Identified the hub the customer was located in to troubleshoot accordingly.

Technical Analyst, IBM Jan 2015 - Aug 2015

- Provided technical support for various IBM products externally.
- Rebuilt machines, reset user accounts and deployed software.
- Performed timely upgrades and identified potential fixes.
- Ensured new users were placed in right groups with authorized access.

Financial Representative, Concentrix May 2014 - December 2014

- Reviewed client accounts and generated an effective payment plan.
- Advised clients in collections and process customer payments and requests.
- Analyzed customers current standing to provide accurate resolution.

LTE Technology Representative, Airtel June 2013 - July 2013

- Set up a test environment with various test conditions.
- Recorded LTE behaviour every 30 mins in a specific location.
- Identified potential customers and promoted the technology, increased sales.
- Briefed customers on the new technology with the technical specifications.
- Assessed customers environment and needs and advised the right LTE package.

## Education

Advanced Diploma, Computer Programmer 2015 - 2018  
*Georgian College, Barrie, Ontario*

Bachelors of Computer Application 2011 - 2014  
*Kristu Jayanti College, Bangalore, India*

Diploma, Computer Applications 2009 - 2011  
*Cathedral Composite Pre University, Bangalore, India*