Patrick Burke Sanders

910 Del Dios Rd Escondido CA 92029
Phone - 760-215-0600
Email - pbsanders1@gmail.com
GitHub - https://github.com/patches9119
LinkedIn - https://www.linkedin.com/in/patrick-sanders-003546193/

PROFESSIONAL SUMMARY

Eager to learn and improve while working with a team. Able to succeed in high pressure and fast paced work environments. Able to communicate complicated or technical topics to others in a clear, concise, and straightforward way. Always bringing new ideas to the table. Works well in groups and has shown to be able to succeed very quickly even with limited prior experience. Always looking for new opportunities to expand skills and help others. Not afraid of a new challenge.

EDUCATION

- June 2016 - Graduated from Calvin Christian High School in Escondido, CA
- December 2020 - Completed UCSD Coding Bootcamp for Full Stack Web Development

PROFESSIONAL PROFILE

Work History

- June 2018 - October 2019 Enhanced Resource Center (ERC),   Promoted to Technical Support Lead after 6 months of employment

Program Management

- Followed up on tickets submitted by level one technical support representatives to completion
- Identified customer issues while professionally and completely documenting for escalation
- Assisted level one agents in utilizing the VMware Horizon client on the end user portion of the program
- Reviewed and advised in regards to training documentation for troubleshooting agents
- Quickly learned and utilized specialized tools and programs developed by and for Altice USA
- Reached out to end users to fulfill needs based on past interactions

Leadership & Management

- Conducted records inspections for training status with novice personnel manager; guided recommended and imparted correct practices for employee assessments processes & practices
- Examined and documented possible coaching opportunities for local supervisors in regards to their agents
- Provided guidance, expertise and mentoring for many agents on proper company policy and escalation procedures
- Created training materials and assisted in the distribution of said materials
- Recorded daily reports of any site wide issues or incidents

Projects

1. "Buff" - movie quiz
   a. This was a project completed within the UCSD extension program with a team of four people including myself. Either try to guess actors based on the movie presented or vice versa.
   b. Link to the application: https://mmilici-star.github.io/movieQuiz/dist/index.html
   c. Link to the repository: https://github.com/patches9119/movieQuiz

TECHNICAL SKILLS

- Languages: HTML5, CSS, Javascript, Java(minimal), C++(minimal)
- Professional Utilization Excel, Word, Power Point
- Experience with ticketing software such as ServiceNow
- Familiarity with desktop virtualization programs

SOFT SKILLS

- Strategic Planning, Research & Sourcing, Training & Development, Professional Communication, Documentation, Critical Thinking, Issue Identification and Isolation

ADDITIONAL INFORMATION

Language Proficiency

- Native English
- Limited Working Spanish

Awards

- June 2019 Elite Award winner