



ANDRE DEAN

ABOUT ME

Solutions-oriented engineering professional with over ten years of customer facing experience solving complex technical problems. This has given me a unique perspective into a customers use of a solution which gives me a customer first focus when delivering new solutions.

SKILLS

JAVASCRIPT

HTML

CSS

SQL

REACT/REACT NATIVE

RUBY

RAILS

GIT

SOCIAL

[My Portfolio](#)



[linkedin.com/in/andre-d-sfbay](https://www.linkedin.com/in/andre-d-sfbay)



github.com/pdad04

PROJECTS

Favwod - A simple way to enter and track workouts you want to remember. (React, React Router, Firebase (data persistence and authentication))

Rental Watch - Search for movies on iTunes store and add to a watchlist. (React Native / Redux)

EXPERIENCE

Product Support / Trimble Navigation 6/14 - Present

- Ensure successful deployment of new software releases to customer base by assisting with alpha and beta testing as well as UAT testing.
- Reviewed product specifications to ensure deliverables were in line with customer expectations, providing feedback to internal stakeholders.
- Help increase first call resolution by writing technical support documentation and FAQs for frontline call

Tier 3 Support / Trimble Navigation 2/04 - 6/14

- Ensured customer satisfaction by taking ownership of high priority customer issues and constantly communicated to them the progress towards resolving their problems.

EDUCATION

B.S Biology, Minor Chemistry / California State University East Bay

Bloc/Thinkful

Intensive online project based bootcamp, learning the fundamentals of web development under the guidance of senior software developers.

CONTACTS

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