

# Reeves Kellahan Player

[reevesplayer@outlook.com](mailto:reevesplayer@outlook.com) - 843-359-1009

<https://www.linkedin.com/in/reeves-player/> - <https://github.com/reevesplayer> - <https://thereeves.dev>

## Skills

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HTML/CSS • JavaScript • Bootstrap 5 • React • Python • Git

## Projects

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### **A-Z Janitorial Services Webpage**

HTML/CSS • JavaScript • PHP

## Certifications

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Learn HTML - Codecademy

Front End Engineer - Codecademy

## Work Experience

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### **IT Systems Technician**

Jul 2022 - May 2023

A-Z Janitorial Services - Full Time  
Andrews, United States

- Increased system efficiency by 35% through proactive monitoring and maintenance strategies, resulting in minimal downtime and improved overall productivity.
- Resolved 95% of escalated technical issues within strict SLA timeframes, utilizing advanced troubleshooting methodologies and effectively collaborating with cross-functional teams to achieve swift resolutions.
- Conducted thorough testing and quality assurance checks on newly installed hardware, achieving a 99% error-free deployment rate and ensuring optimal functionality and reliability for end-users.

### **IT Support Specialist**

Nov 2021 - Jul 2022

A-Z Janitorial Services - Full Time  
Andrews, SC

- Maintained an employee satisfaction rate of 96% through professional and courteous interactions, actively listening to user concerns, and providing clear explanations to ensure user comprehension and confidence.
- Conducted comprehensive hardware and software audits for inventory management, resulting in a 99% accuracy rate and enabling efficient procurement and asset tracking, minimizing unnecessary expenses, and optimizing resources.
- Assisted in the planning and execution of technology migrations and upgrades, ensuring minimal disruption to end-users and systems, with a 95% success rate in seamless transitions to new hardware, software, and platforms.