Andy-Rhinezor Epie

Lubbock, Texas • rhinezor99@gmail.com • +1 (240) 441-4115

EDUCATION

Texas Tech University, Lubbock, Texas   Expected Graduation   Date: March 2025 Bachelor of Science in Computer Science
Minor in Mathematics

WORK EXPERIENCE

Tyler Technologies

Software Support Specialist   November 2023 - March 2024
- *Provides inbound support to resolve client inquiries and problems.*
- *Analyzes data reports, forms, and web technologies commensurate with level of training and understanding.*
- *Determines whether to resolve issues personally or to refer to a more experienced team member.*
- *Responsibly communicates to all parties involved in issue resolution to meet and manage client expectations.*
- *Uses Tyler's client management system to create, track, and/or update details on the specifics of client issue(s).*
- *Assisted with writing estimates for software modification specifications and documentation of support processes.*
- *Submit client issues to the development team for resolution as needed.*
- *Performs Quality Assurance testing for software module upgrades/changes. Analyzes results to ensure that software performs as required.*
- *Created enhanced documentation throughout the support process.*

Lubbock, Texas

IT Service Management   October 2022 - October 2023
• Managed user administration security and analysis documentation
• Communicated with customers and provided support to resolve issues
• Diagnosed and developed solutions for software bugs and faulty hardware • Maintained network infrastructure and security

D&M Linux, Canada

IT Support Technician   October 2019 – July 2020
• Collaborated across teams to resolve software bugs and network breaches
• Implemented active measures to optimize system performance and productivity • Provided rapid support to customers over chat and email

TECHNICAL SKILLS

Programming Languages: **Tools and Technology:**

- ❖ JavaScript   ❖ HTML   ❖ CLI   ❖ Git
- ❖ CSS   ❖ SQL   ❖ Linux   ❖ UI/UX
- ❖ Python   ❖ Java   ❖ ReactJS ❖ DOM

INDIVIDUAL PROJECTS

Texas Tech University, Lubbock, Texas
Student Marketplace   **September 2023 - Present**
• Created an app for college students to buy, sell, and advertise furniture, books, items, etc.
• Led a team of four to design and develop a robust and functional application
• Prepared source code for future commercialization and integrations to Android and iOS
Unit Conversion Tool   **July 2023**
 • Engineered a UI to convert between temperature measurements and distance units
• Utilized ES6 and JavaScript to develop frontend application
• Employed Java in backend and SQL for efficient data storage
Dynamic Spanish Library   **June 2023**
• Produced a dynamic Spanish vocabulary app for user learning experience
• Utilized CSS, JavaScript, ES6, HTML, and SQL to support real-time application functionality

RELEVANT CERTIFICATIONS

Udemy:
❖ Complete Linux
  Training Course
❖ IT Support Specialist
  Course

Coursera:
❖ Google Foundation of
  Cybersecurity
❖ Google Security Risk
  Management

❖ Google Network
  Security
❖ Meta Introduction to
  Frontend Development

RELEVANT ACADEMICS

Texas Tech University, Lubbock, Texas
• Google Developers Student Club   **Fall 2023 - Present**