

Riyad Ilgiyayev

Software Engineer

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TECHNICAL SKILLS

- HTML, CSS, JavaScript, TypeScript, React, Redux, Express, Node, MongoDB, Bash, Powershell, Python, Git, Github, Microsoft Azure, AWS, Desktop Support, Networking, SQL, Unix

EDUCATION

PER SCHOLAS SOFTWARE ENGINEERING BOOTCAMP

JUNE- SEPT. 2023

COMPTIA NETWORK+ CERTIFICATION

COMPTIA A+ CERTIFICATION

COURSERA - GOOGLE TECHNICAL SUPPORT FUNDAMENTALS

BROOKLYN TECHNICAL HIGH SCHOOL

2020

PROFESSIONAL EXPERIENCE

MICRO CENTER

Brooklyn, NY

Computer Technician - Knowledge Bar

2022-2023

- Interacted with customers in order to document issues and give timelines on repairs.
- Used ticketing systems (ASTEa) to manage and process support actions and requests.
- Used diagnostic tools to identify hardware failures and replace non-functional components.
- Removed malware, ransomware and other threats from laptops and desktop systems and imaged systems if needed.

General Sales - Knowledge Advisor

- Maintained extensive knowledge of company products and services, with experience selling a variety of technological needs, including switches, routers, access points , POE devices, storage drives, network/video cables and uninterruptible power supplies.
- Troubleshoot and resolved customer issues quickly to fulfill needs and boost client satisfaction.
- Developed strong rapport with customers and created a positive impression of business.
- Applied established sales techniques and persuasive communication skills to meet personal sales objectives.

PROJECTS

- Creation of site layout/user interface from provided design concepts by using HTML/CSS and React