Robert McCabe

Binghamton, NY | (607) 624-3853 | rmccabe1023@gmail.com
LinkedIn: linkedin.com/in/rmccabeny | GitHub: github.com/rmccabeny |
Portfolio: rmccabeny.github.io

Technical Support / Help Desk

Professional Summary

Results-driven technical professional with a track record of enhancing customer satisfaction and driving revenue growth. Experienced in help desk, technical support, and customer service. Proficient in time-management and detailed organizational skills.Transitioning from software development to networking and cloud computing, with a strong foundation in troubleshooting and problem-solving. Currently studying to acquire a certification in CompTia Network +.

Professional Experience

Freelance Web Developer

RDM Software Solutions | Jan 2023 - Sep 2024
• Developed an inventory management system utilizing C#, .NET, and Blazor improving company efficiency by 17%.
• Built a responsive website for a local farm & restaurant using HTML, CSS, C#, .NET, and Blazor, increasing online visibility and customer engagement by 32%

Technical Support Associate / Java Developer

Infosys Limited | Jun 2022 - Dec 2022
• Resolved technical issues and provided support for Java applications, maintaining a 91% customer satisfaction rate
• Collaborated effectively in multicultural scrum teams, contributing to on-time project delivery
• Received specialized training in technical support and advanced troubleshooting techniques

Software Developer Intern

Prosper IT Consulting | Mar 2021 - Apr 2021
• Enhanced website functionalities using agile methodologies, resulting in a 23% improvement in user engagement
• Collaborated in scrum teams to improve user experience, contributing to a 18% reduction in user-reported issues
• Utilized Azure for project management, improving task completion efficiency by 24%

Technical Support Associate / Billing Representative

Charter Communications Corp. | Nov 2018 - Oct 2019
• Resolved billing and technical issues for residential customers, handling an average of 80 calls per day
• Performed internet modem and router resets and troubleshooting, reducing repeat calls by 33%

• Upsold services for TV and internet, resulting in an average $30 increase in monthly bills per customer
• Provided phone support for billing when IVR system failed, ensuring continuous customer service

Help Desk Specialist
St. Louis Community College | Jan 2017 - Aug 2017
• Operated tracking software for computer lab access, managing 100-200 student check-ins daily
• Collaborated to resolve student hardware and software issues across multiple lab locations
• Maintained network functionality for multiple computer labs, ensuring 99% uptime

Customer Service Representative
Animal Medical Center of Mid-America | July 2016 - December 2016
• Utilized ZenDesk to schedule 60-80 appointments for pet owners daily, optimizing veterinary services
• Upsold after-market and prescription items, increasing revenue by $50-$100 per pet owner
• Maintained high customer satisfaction ratings through efficient scheduling and personalized service

Education
Java Development / Technical Support
Woz-U - Apprentice Now | Apr 2021 - May 2021
• Intensive training in Java development including SpringBoot
• Advanced hardware and software troubleshooting skills

Full-Stack Software Development Bootcamp
The Tech Academy | Sep 2020 - Mar 2021
• Developed proficiency in HTML, CSS, JavaScript, C#, and .NET framework
• Mastered SQL, debugging skills, and version control with Git/GitHub

Software Development Studies
Saint Louis Community College | Aug 2016 - May 2017
• Studied Windows and Linux systems, C#, and JavaScript
• Gained foundational knowledge in software development principles