

# Robert Sassack

## Software Developer

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### Technology

Knowledgeable experience in using and developing with:

**Languages:** (*experienced*): JavaScript, HTML, CSS, Python (*familiar*): Java, PHP, C

**Software:** React, Node.js, Webpack, Git, Linux/Unix command line, Apache HTTP Server, MySQL

### Work Experience

**Software Developer**, Personal Projects May 2022 to Present

- Built many interactive sites with HTML, CSS, and JavaScript.
- Utilized APIs, Async, Classes, Flexbox, and Grid to develop different projects.
- Developed sites using Git version control and Test Driven Development.

**IT Technician Level II**, MobileIT LLC Oct. 2021 to May 2022

- Assisted client staff with troubleshooting and resolving technical issues.
- Diagnosed and resolved issues with computer software on user computers.
- Utilized remote support software to promptly assist customers.

**Support Analyst**, Michigan State University Dec. 2020 to Jun. 2021

- Provided technical support to executive staff remotely and in person.
- Communicated with team members to optimize ticket routing.
- Demonstrated excellent problem-solving and customer service skills.

**Deskside Support Technician**, IBM @ R1 RCM Jun. 2019 to Apr. 2020

- Operated ticketing system to efficiently support users in person and remotely.
- Performed troubleshooting on site to resolve issues with essential software.
- Collaborated with remote IT teams to troubleshoot and resolve issues.

### Organizations

**Secretary**, Computer Club at Western Michigan University Mar. 2016 to Apr. 2017

- Took detailed meeting minutes about the topics discussed at each meeting.
- Coordinated events with other officers to plan topics for future meetings.

### Education

**Western Michigan University** Kalamazoo, Michigan

Bachelor of Science, Focus: Computer Science