



Robert Sassack

Software Developer

rsassack25@gmail.com - robsassack.github.io

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