

SHAWN ASSOUR

B.B.A. in Information Systems from The University of Texas at San Antonio

Summary

I am a hard working and self motivating individual looking to expand my knowledge and skills in the Information Technology field. I aspire to be a frontend web developer and enjoy the challenge of learning new technologies. I recently completed a Full Stack Web Development bootcamp which I know has provided the skills for a junior level developer role.

Web Development | Full Stack Flex Program

The University of Texas at Austin

Austin, Texas 2017

- A 24 week intensive boot camp dedicated to building web applications.
- Skill Learned: HTML, CSS, JavaScript, Node.js, Express, Bootstrap, Materialize, Firebase, MySQL, API/JSON, RESTful API, Ajax, State Management, Active Record, Command Line
- Other topics covered: Database Theory, API's, Agile Methodologies, Presentation Skills, Research Methods, System Administration, QA Testing, Social Coding Best Practices, Computer Science, Version Control (GitHub)

HANDS ON EXPERIENCE

Backline - Software Support Engineer

SailPoint Technologies

Austin, Texas

Oct 2016 - Present

- Resolve customer software issues through research, reproduction, and troubleshooting skills
- Review source code (GitHub) to determine origin of error
- Configure Apache log4j Java utility to gather trace classes and verbosity levels to generate a precise log for analysis
- Manage high volume case queue using Salesforce ticketing and reporting system
- Excellent customer service skills documented by customer satisfaction surveys
- Analyze log stack traces to pinpoint errors and resolve customer issues
- Submit software bugs (using Bugzilla and JIRA)
- Mentor for new support engineers

Associate - Software Support Engineer

SailPoint Technologies

Austin, Texas

Jan 2015 - Oct 2016

- Host WebEx meetings with customers to resolve or more clearly define issues
- Extensive use of Salesforce ticketing system
- Knowledgeable in Identity Management concepts, e.g., Role Based Access Control (RBAC)
- Install/maintain multiple versions of SailPoint IdentityIQ software for reproduction testing
- Familiarity with configuring Tomcat application server

Applications Specialist

Health by Design

San Antonio, Texas

Feb 2013 - Dec 2014

- Primary help desk contact providing remote support for end-users
- Traveled to assist with installation of new clinic IT infrastructures to ensure ongoing usability
- Troubleshoot complex workstation, server, and network problems
- Setup and lead demos of desktop applications for company staff
- Administer Windows Server domain using Active Directory and Group Policy
- Configured, monitored, and troubleshoot network switches, routers, and wireless access points

SKILLS

- Using interpersonal skills to provide excellent customer service, even in demanding environments
- Actively mentor new employees regarding company software and procedures
- Strong ability to work as a team member or leader, demonstrating proficient oral and written communication
- Demonstrate strong troubleshooting and analytical skills in technical environments
- Worked on various projects utilizing version control systems (Git)