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
* Troubleshot 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 troubleshot 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)