

SAMUEL PIERCE

(402) 405-9977 ◇ sam.pierce76@gmail.com ◇ linkedin.com/in/pierce-samuel ◇ my-portfolio-spierce5.vercel.app



EDUCATION

University of Nebraska-Lincoln
B.S. in Mathematics and German

May 2021
Lincoln, NE

WORK EXPERIENCE

Aptean

Senior Customer Support Consultant

October 2022 - Present

Alpharetta, GA

- Worked on complex issues where analysis of situations or data required an in-depth evaluation of variable factors. Exercised judgment in selecting methods, techniques, and evaluation criteria for obtaining results. Networked with key contacts outside own area of expertise.
- Provided support for both legacy and new Enterprise Asset Management/Computerised Maintenance Management web applications in both SAAS and On-Premise environments.
- Troubleshoot and identified causes of customer problems using a variety of internal tools.
- Trained team members on supported products, internal tools & systems, and other software. Also consulted on complex and difficult issues for team members.
- Assisted with the prioritization of product issues with the Development and Site Reliability & Engineering Teams.
- Maintained and improved group processes. Communicated process issues to the organization and contributed ideas for process improvements/innovations. Also provided leadership in the selection of appropriate tools, techniques, and methodologies.
- Identified process/procedural inefficiencies and partnered with other departments to improve performance. Helped establish functional and technical best practices for analyzing information and applications.
- Used various SQL techniques to analyze, identify, and correct issues in customer environments.
- Leveraged Python, PowerBI, Salesforce, and other technologies to establish various automated reports for monitoring internal team performance.
- Developed and repaired customer reports using a 3rd party analytics solution.
- Identified performance issues 3rd party analytics solution and collaborated with the 3rd party support to drive resolution of issues.

Aptean

Customer Support Consultant

April 2022 - October 2022

Alpharetta, GA

- Worked on problems of diverse scope where analysis of data required evaluation of identifiable factors. Demonstrated good judgment in selecting methods and techniques for obtaining solutions. Networked with senior internal and external personnel in own area of expertise.

Aptean

Customer Success Analyst

August 2021 - April 2022

Alpharetta, GA

- Worked on problems of moderate scope where analysis of situations or data requires a review of a variety of factors. Exercised judgment within defined procedures and practices to determine appropriate action. Built productive internal/external working relationships.

The Mill Coffee and Tea*Warehouse Delivery Driver*

August 2019 - May 2021

Lincoln, NE

- Transported product and supplies from warehouse to stores on a scheduled basis.
- Delivered individual orders of coffee beans, tea leaves, & other personal use supplies as a means to meet customer needs in response to Covid-19.
- Delivered bundles of wine/spirits paired with chef-crafted meals & desserts as part of a series of weekly 1-day special events to provide customers with special at-home experiences during Covid-19 restrictions.

University of Nebraska - Lincoln Department of Mathematics*Learning Assistant*

August 2020 - May 2021

Lincoln, NE

- Facilitated learning by working directly with students, answering questions, and asking thought provoking questions to further understanding of course material.
- Lead review sessions prior to exams.
- Conducted attendance and managed Zoom meeting room.

University of Nebraska - Lincoln Department of Mathematics*Math Resource Counselor*

August 2019 - May 2020

Lincoln, NE

- Provided assistance to students with coursework and course material in subjects such as algebra, trigonometry, and calculus.

Savage City Liquor*Liquor Store Clerk*

May 2018 - August 2018

Savage, MN

- Provided courteous customer service dealing with sale of liquor and had to know and observe the various state and local regulations regarding the sale of liquor.
- Stocked, rotated and faced product.
- Built displays as required for daily sales and to ensure a positive shopping experience for customers.

G4S Secure Solutions*Custom Protection Officer*

November 2016 - December 2017

Lincoln, NE

- Custom Protection Officer at Saint Elizabeth's Medical Center

Braeda Fresh Express Cafe*Cashier/Cook*

August 2016 - February 2017

Lincoln, NE

- Safety Manager: Conducted routine checks of emergency equipment.
- Cleaning tables in dining areas.
- Stocking condiment and beverage stations.
- Assembling and packing food orders in carry-out containers and bags.
- Taking payments for food orders and providing correct change.
- Food preparation.

United States Marine Corps*Field Radio Operator*

August 2012 - August 2016

Quantico, VA

- May 2016 - August 2016: MCAGCC Twentynine Palms, CA
 - Promoted to Sergeant
 - Squad Leader for 1st Battalion 7th Marines Communications Platoon
- October 2015 - April 2016: Operation Inherent Resolve, Iraq
 - Radio Operator for Weapons Company 1st Battalion 7th Marines
 - Member of Battalion Commander's Personal Security Detail

- Provided security while mitigating internal threats for Building Partnership Capacity Platoon as they facilitated training for the Iraqi Army.
- April 2015 - October 2015: MCAGCC Twentynine Palms, CA
 - Selected as Battalion Commander's Radio Operator
 - Selected as Battalion Commander's Driver
 - Selected as member of Battalion Commander's Personal Security Detail
- November 2013 - April 2015: Okinawa, Japan
 - Obtained billet as Electronic Key Management System Local Element Manager
 - Responsible for accountability of \$5.1 million worth of controlled cryptographic items
 - Implemented digital methods of gear accountability and organization
 - Promoted to Corporal (Non-Commissioned Officer)
- April 2013 - November 2013: Okinawa, Japan
 - Began career as Field Radio Operator at Headquarters Battalion 3rd Marine Division Communications Company
 - Established and maintained tactical communication sites
 - Conducted routine maintenance and updated records of communication equipment
- August 2012 - April 2013: San Diego/Twentynine Palms, CA
 - Graduated from Recruit Training in San Diego, CA
 - Completed Marine Combat Training at the Marine Corps School of Infantry
 - Completed Field Radio Operator Course at the Marine Corps Communication and Electronics School

Runza Corporation

March 2012 - May 2012

Cashier/Cook

Lincoln, NE

- Cleaning tables in dining areas.
- Stocking condiment and beverage stations.
- Assembling and packing food orders in carry-out containers and bags.
- Taking payments for food orders and providing correct change.
- Food preparation.

Fazoli's Restaurant

March 2011 - September 2011

Cashier/Cook/Expediter

Lincoln, NE

- Cleaning tables in dining areas.
- Stocking condiment and beverage stations.
- Assembling and packing food orders in carry-out containers and bags.
- Taking payments for food orders and providing correct change.
- Food preparation.

TECHNICAL SKILLS

Languages	JavaScript, Python, Java, MS SQL, MySQL, PostgreSQL
Libraries/Frameworks	React, Next.js, Node.js, Spring Boot, Firebase, Pandas, Material UI, Tailwindcss
Markup/Style	HTML, CSS, LaTeX
Software	Microsoft Word, Microsoft Excel, Microsoft PowerPoint, Git

CERTIFICATES

Introduction to Data Science in Python <i>University of Michigan, Coursera</i>	July 25, 2021
Responsive Web Design <i>freeCodeCamp</i>	August 25, 2021
JavaScript Algorithms and Data Structures <i>freeCodeCamp</i>	October 3, 2021
Front End Development Libraries <i>freeCodeCamp</i>	June 5, 2022

INTERESTS

Math Guitar German Reading Singing Travelling Coding