

Mark Tamura

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EXPERIENCE

Apex Systems, Boise — Tier 1, Technical Support

July 2020 - November 2020

Contracted Technical Support for NMCI, providing troubleshooting and workarounds for daily issues from internet or VPN connectivity to security certificates, requiring Secret Clearance.

CitiBank, Meridian — Escalations Specialist

October 2013 - January 2020

Customer service oriented for the Home Depot credit card. Am able to handle the most difficult of clients, with acknowledgment, confidence, and de-escalation tactics.

EDUCATION

Centennial High School, Meridian, ID — Diploma

August 2001 - June 2005

Coding Dojo, Boise, ID — Certificate of Achievement

February 2020 - May 2020

Full-stack web development for Python, C#, and React

PROJECTS

Summoners War API — C# class project

Renders picture list of monsters in the game upon loading. Pulls JSON data of that monster from the database upon clicking.

Made a process to randomize possible outcomes to the leveling system for the items in this game

SKILLS

Proficient analytical
problem solver

Adaptable learning

My problem solving skills and knowledge were often sought after by various other agents and managers, because if I don't have the answers I will help them get them to make us both better for the company.

Comptia Security+ certified

AWARDS

Company made contests, where my team and I would consistently lead metrics for performance and satisfaction

PROGRAMMING LANGUAGES

JavaScript, Python, HTML, CSS, C#, Django, Nodes.js, jQuery, AJAX, JSON, API, BCrypt, DOM, MySQL, Bootstrap, GitHub, VS Code, React, Mongoose, MongoDB