

Kevin Billeaud

Advanced Technical Support Agent with a deep understanding of web and device applications, product pipelines, and SAAS.

INTJ

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github.com/tennercoffee

EXPERIENCE

OpenTable, Denver, Co — Tech Support 1

Sept 2017 - current

- Learned to quickly troubleshoot and repair network mis-configurations, while maintaining helpful conversation with the customer.
- Created 301 Redirects for the Engineering department.
- Built and hosted the GUI for a reporting tool used by Customer Support with multiple APIs, HTML5, CSS3, and JavaScript.
- Was able to assist our T2 techs with advanced troubleshooting

Centennial Arts, Bryan, TX — *Front End Developer*

Oct 2015 - Feb 2016

- Responsible for using jQuery and JSON to minimize the network bandwidth a web-app would need, thus speeding up load time.
- Wireframed the future styling of an existing web application, thoughtfully designing each function.
- Used version control software to keep up with changes and improvements, and Chrome Developer Tools to debug code.

EDUCATION

Blinn College, Bryan, TX — *Associate of Science, Business Major*

Aug 2010 - Dec 2013

- Fundamentals of Networking
- Personal Computer Hardware
- Web Page Design I,II
- Unix Operating System I

PROJECTS

Moments — *Mobile Application*

Feb 2016 - April 2017

- Built for the Google Play Store in Android Studio 2.2.3.
- Sends and receives JSON encoded data, while interacting with the Google Maps API.
- Uses OAuth2 Authentication to allow sign in to user database.
- Intuitive user interface keeps users focused on the content.
- Uses Async methods to call URLs in order to update data.

SKILLS

Android Application Dev

Command Prompt

Chrome Developer Tools

Chrome Ext. Development

Cross-Browser Testing

Customer Service

Custom Computer Builds

GIMP 2

Git/GitHub

Google APIs

HTML5

Java

JavaScript

JIRA/Ticketing

Network Troubleshooting

Remote Desktop Connection

RESTful API Services

SalesForce

Slack

Statamic

XML