Top Skills

NodeJS
React.js
Ffmpeg

Languages

English (Native or Bilingual)

Isaac Hisey

Versatile Software Developer | Problem-Solver | Innovator

Summary

My aspiration is to collaborate within dynamic teams, recognizing that genuine innovation thrives through collective synergy. I am actively pursuing opportunities that allow me to leverage my extensive background and proficiency in Windows development, especially in C# and WPF, while remaining open to roles centered around Godot or Unity3D game engines.

Furthermore, I am enthusiastic about tailoring my passion for Data Analytics and Data Engineering to contribute to the creation of AI solutions and tools. This alignment with AI reinforces my commitment to staying at the forefront of technological advancements.

With a strong foundation in leadership and project management, I am determined to deliver exceptional contributions in the realm of software development, combining my multifaceted skills to drive innovation and tackle complex challenges in the ever-evolving world of technology.

Experience

Ralnier Media (RNG Studios)
Senior Software Developer
March 2023 - Present (9 months)
United States

• Design and develop game systems in C# and Unity3D as the Senior Software Developer at Ralnier Media.
• Collaborate with finance, writing, marketing, asset acquisition, and executive leadership to present progress on technical systems, product roadmaps, and software solutions.
• Mentor and guide junior developers, ensuring adherence to coding standards and best practices.
• Conduct code reviews and implement continuous improvement strategies.

• Stay updated with the latest software development and gaming technology.
• Participate in agile development methodologies for timely delivery.
• Collaborate with artists and designers for seamless integration of gameplay mechanics and visuals.
• Troubleshoot and debug complex technical issues for game performance and stability.
• Implement and maintain version control systems and deployment pipelines.
• Contribute to architectural design and technical decisions.
• Collaborate with Quality Assurance to deliver bug-free and polished game experiences.
• Provide creative input to enhance game design and user experience.
• Review and enhance existing game systems for optimization.
• Drive innovation and creativity in game development.

Babylon
1 year 3 months

Babylon Support Data Analytics Liaison
November 2022 - August 2023 (10 months)
United States

• Coordinated with various teams and departments to gather requirements for data analytics and reporting needs.
• Created reports using Athena, Looker, and Tableau to provide actionable insights to leadership and teams.
• Developed user-friendly dashboards and data intake workflows within Google Sheets for non-technical users.
• Utilized API services to pull data from third-party platforms such as Braze, ZenDesk, ServiceNow, and RingCentral for comparison and augmentation of internal data.
• Employed Python, JavaScript, and NodeJS to extract and clean data from files and websites, and to create tools for data collection and analysis.
• Led efforts to integrate data from multiple sources, providing a comprehensive view for reporting and analysis purposes.
• Collaborated with privacy, legal, and compliance teams to ensure data handling and reporting were in line with regulations and policies.
• Assisted in onboarding and training team members to utilize data analytics tools effectively.
• Acted as a liaison between support teams and data analytics experts, facilitating smooth communication and understanding of requirements.

Clinical Support Team Lead

June 2022 - August 2023 (1 year 3 months)
United States

• Improved processes through collaboration with HR, training, privacy, legal, product, and clinical operations teams
• Led the implementation of metric-based tracking in collaboration with senior leadership and data analytics
• Developed weekly staffing matrix and performance-based shift bid system based on metrics
• Led and created supplemental training materials for agents
• Conducted regular coaching sessions to review attendance, metrics, behaviors, quality, and personal development plans
• Performed call quality assurance and created personalized coaching and development plans for team members
• Utilized Athena, Tableau, and Google Forms for data gathering and analysis
• Created user-friendly reports in excel and Google sheets based one the reports and data I pulled.

TTEC
3 years 4 months

Customer Service Team Trainer
March 2021 - June 2022 (1 year 4 months)
Home

• Trained and onboarded new team members in job duties and responsibilities
• Delivered both company and client training materials to learners
• Monitored and tracked metrics including attrition, feedback, attendance, and scores
• Conducted regular performance assessments and provided coaching and guidance to team members
• Managed tickets, cross-team communications, and supported learners through all phases of training
• Provided training to field staff on new processes, technologies, and changes in regulations
• Developed and updated training materials in collaboration with the client
• Efficiently managed client orders and met aggressive deadlines with accuracy
• Addressed associate, tool, and service delivery issues revealed by statistical reports
• Demonstrated high levels of energy and professionalism in interactions with clients and staff
• Trained staff on company operating procedures and services.

Customer Service Team Lead
November 2020 - January 2022 (1 year 3 months)
Home

• Managed a team of customer support technicians and monitored their performance to meet contractual obligations.
• Ensured the needs of the team were met and provided support or submitted tickets as necessary.
• Supervised team members who were underperforming to remove obstacles and improve performance.
• Provided coaching and training to team members, utilizing a self-discovery approach and focusing on their strengths and weaknesses.
• Led projects with direct client interaction and cross-team collaboration.
• Utilized Six Sigma processes to create process maps and resolve operational pain points.
• Skilled in using PowerPoint, Excel, Word, and SharePoint for business operations and training.
• Assisted the customer service manager with complaints and issues during periods of departmental understaffing.
• Mentored new team members on customer service techniques and evaluated their performance through the quality assurance program.
• Promoted to team lead for displaying exceptional customer service skills and maintaining a calm demeanor in challenging situations.
• Escalated issues to higher management when standard processes were ineffective.
• Collaborated with external parties to resolve discrepancies and create effective solutions.
• Resolved customer complaints by clarifying the issue, determining the root cause, and selecting the best solution.

Customer Service Representative
March 2019 - November 2020 (1 year 9 months)
Home

• Managed accounts for customers and sales representatives in a direct selling company
• Demonstrated knowledge of the full business model and effectively communicated it to customers
• Advanced to a "chat coach" role to support colleagues in customer interactions
• Improved processes by mapping process flows and creating trackers using SharePoint and Excel
• Provided primary customer support to internal and external clients

• Maintained customer satisfaction through proactive strategies aimed at addressing needs and resolving concerns
• Kept customer records up-to-date by regularly updating account information
• Clarified customer issues, determined root causes, and resolved product or service complaints
• Responded to customer inquiries regarding products, services, and company information
• Offered advice and assistance to customers, paying close attention to their needs and wants
• Evaluated technical problems and found appropriate solutions using the company's troubleshooting resolution tree
• Answered customer telephone calls promptly to reduce wait times
• Continuously sought ways to improve processes and services provided
• Facilitated effective inter-departmental communication to provide exceptional customer support
• Developed and implemented customer service training processes

teleNetwork
Phone Tech
April 2018 - March 2019 (1 year)

• Assisted customers with resolving issues related to internet connectivity, phone and TV services
• Provided remote technical support for customers through phone and chat
• Utilized the ticketing system to track and document customer issues and resolutions.
• Escalated complex customer issues to senior technicians when necessary
• Maintained customer satisfaction by ensuring prompt and effective resolution of customer issues
• Continuously updated knowledge of new products and services through training and self-study.

Kelly Connect
Apple Tier 1 & 2 iOS Support
April 2017 - December 2017 (9 months)
United States

• Provided assistance and support to customers over the phone and chat, troubleshooting various issues related to Apple devices, software, and applications.
• Assisted customers with setting up and configuring their devices, restoring device settings, and resolving issues related to updates and upgrades.

• Collaborated with Tier 2 support for complex technical issues that required escalation.

• Kept up-to-date with new technologies and software updates to provide the latest solutions to customers.

• Conducted technical trainings for new hires to ensure they are well equipped to handle customer inquiries and issues.

Adecco
Operations Engineer
October 2016 - February 2017 (5 months)

Pryor, Oklahoma

• Maintained, monitored, and improved the performance and stability of a multi-server environment, ensuring high availability and security of critical systems and data.

• Implemented and maintained server hardware, operating systems, and virtualization platforms, including configuring, tuning, and troubleshooting system issues.

• Collaborated with development and operations teams to design, deploy, and maintain scalable and highly available infrastructure solutions.

• Developed and maintained system documentation, including diagrams, procedures, and technical specifications.

• Proactively managed system performance and capacity planning, ensuring timely resolution of any issues.

• Assisted in the deployment and configuration of hardware, software, and network infrastructure, ensuring compliance with industry best practices and standards.

• Monitored security and backup systems to ensure data integrity and recovery in the event of a disaster.

Hostek
Network Service Technician
April 2016 - May 2016 (2 months)

• Worked on a contract basis, providing support to the team in handling customer service requests and resolving issues related to hosting services for client websites.

• Assisted with service setup, answering sales questions, managing websites, and programming using various languages such as ColdFusion, Java, ASP.Net, and JavaScript.

• Continuously expanded knowledge of company products and equipment.

• Analyzed technical documentation to efficiently maintain and repair equipment.

SkyNet-Solutions.net
Web Desginer
March 2016 - April 2016 (2 months)
Broken Arrow, Oklahoma

• Utilized a variety of web development tools including ASP Classic, HTML, Java, CSS, and WordPress to build and design websites.
• Built websites to client specifications, using a PSD created in Photoshop as the design guide.
• Strengthened the brand identity by creating attractive, user-friendly, and unique websites.
• Improved the functionality and appearance of websites, and resolved any issues.
• Designed user interfaces to meet client needs, determining the coding requirements for specialized scripts.
• Created interactive user interfaces that were visually appealing and compliant with modern web standards.

Pfizer
Pfizer Service Desk Analyst
March 2014 - March 2016 (2 years 1 month)

• Provided efficient remote support to Pfizer clients by answering phones and addressing operational issues with desktop computers, laptops, and mobile electronic devices.
• Streamlined processes by working with higher-ups and multiple departments to improve support services.
• Demonstrated leadership skills as a lead, trained to oversee text and call support.
• Quickly resolved user concerns by utilizing a pre-established incident tracking system and preset issue resolution scripts.
• Built trust with clients by providing exceptional customer service, including addressing concerns and escalating problems to specialist team members as necessary.
• Communicated effectively with clients through a variety of channels, including telephone, chat, and email.

Texas Kansas Oklahoma (TKO) Gas
Pipeline Technician

August 2012 - January 2013 (6 months)
Dalhart, Texas

• Built, maintained, and recorded accurate readings from gas line meters to ensure proper billing to customers.
• Installed polyethylene pipes to support the gas lines, ensuring the smooth flow of gas.
• Constructed meters and meter stands to accurately measure gas usage.
• Monitored gas usage to ensure proper billing by tracking changes in meter readings.
Utilized mechanical presses, hand tools, and heat guns to assemble and disassemble gas line parts and
products.
• Prepared materials for assembly by positioning, aligning, and securing parts with tools such as jigs and vises.
• Ensured a secure fit by cutting, grinding, and bending the edges of materials using power grinders and hand tools.
• Monitored the usage of gas from one reading to the next, which allowed us to charge customers correctly
• Employed mechanical presses, hand tools and heat guns to assemble and disassemble parts and products.
• Prepared for assembly by positioning, aligning and securing parts using tools such as jigs and vises.
• Cut, grinded and bent edges of materials to be joined for snug fit using power grinders and hand
tools.

United Supermarkets, LLC
Stocker
March 2012 - July 2012 (5 months)
Dalhart, Texas

• Advanced from a bagger to a stocker, showcasing versatility and a strong work ethic.
• Contributed to the inventory fulfillment goals by collaborating with the backroom and receiving teams.
• Ensured the store was always well-stocked by maintaining inventory levels and promptly ordering new supplies.
• Demonstrated leadership skills by assisting in the training and development of new hires, providing instruction and support to maximize their readiness.

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Education

ITT Technical Institute-Tulsa

Software Development Associates Degree, Computer Science · (2014 - 2015)