Timothy C. Kransberger

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EDUCATION

Arizona State University, Tempe, AZ   August 2021 - Present
Bachelor of Science, Computer Science(Software Engineering)
- Awards: New American University Scholarship

SKILLS & ACTIVITIES

Technical Skills: C++, SQL, Python, Java, C , Lisp, Jira, Microsoft Dynamics Dashboard
Development, Photoshop, Advanced Excel, Power Apps and Tableau.

Projects and GitHub

WebPortfolio has more projects then the listed below.
Skills used: css and html.
Link: https://timkrans.github.io/
Patient Check in and Doctor visit system.
Skills used: Javafx, github, jira, Junit texting, and scrums.
Link: https://github.com/timkrans/Portfolio/tree/main/MedicalMD
Graph reading system that finds the shortest path using dijkstra's algorithm.
Skills used: C++, linked list, pointers, priority queues and stacks.
Link: https://github.com/timkrans/Portfolio/tree/main/dijkstra_algorithm

PROFESSIONAL EXPERIENCE

Microsoft. Ranger, Education at Work, Tempe, AZ   December 2022 - May 2023
- Audited cases and would take them over if needed
- Developed dashboards on dynamics to see productions and cases that needed to be done
- Ran teams channels a long with answering questions from Frontline gents
- Met with Microsoft Engineers to discuss case related issues and solve them

Microsoft Frontline, Education at Work, Tempe, AZ   August 2022 – December 2022
- Provided technical support for companies using Surface devices
- Worked on 30+ cases per day emailing and calling customers regarding their issues
- Went to teams meetings regarding new issues and fixes

AT&T Sales Associate, Makomart, Vero Beach, FL   June 2022 – August 2022
- Sold new phones to customers a long with upgrades for AT&T
- Port numbers from other service provides of customers who would want to switch to AT&T
- Sold cable and direct tv to customers

LEADERSHIP EXPERIENCE

Microsoft Ranger, Education at Work.   December 2022 - May 2023
Treiage Facilitator
- Would run the meetings with the Microsoft Engineers
- Would prepare specific talking points and cases for this meeting

Case Auditor
- Would audit 800+ cases a week to see if there were any frontline agents needing help.
- Would take over the cases that I felt were out of scope of the advocate.