Frank "Tres" Serio
Programmer

Linkedin: linkedin.com/in/frank-serio
Email: treserio@hotmail.com
Github: github.com/treserio

Skills:

Creative Thinker, Efficient Problem Solver, Languages (HTML, CSS, JS, Python, VBA, JQuery, C#, SQL), Acrobat API, Regex, Postgres, Photoshop, GIMP, After Effects, Audacity, Agile, Requirements Analysis, Jira, SugarCRM, Remedy, Oracle, Citrix, Networking, VPN, Outlook, VM, Linux, macOS, Win 10, iOS, Android, IFTTT, Discord, Slack, MS Teams, Beautiful Soup.

Work Experience:

Programmer, Automated Mail Services via Robert Half
July 2019 – Feb 2020

- Developed various library functions and applications for variable data printing using Jet Letter PSL.
- Wrote a Jet Letter PSL application to parse variable XML file formats into flat database files.
- Designed PowerShell scripts to handle daily pdf file reduction, transferal, and archiving.
- Used Excel Power Query to provide relational database functionality reducing processing times by 75%.
- Reviewed variable data print jobs for accuracy and to confirm all customer instructions were followed.

IT Coordinator, Holden Litigation
June 2018 – June 2019

- Research, purchasing, and deployment of new technologies.
- Oversaw network infrastructure administered by 3rd party IT groups.
- Automated the collection of case-specific emails into acrobat pdf portfolios for archiving.

Help Desk Admin, Fabricut
May 2017 – Feb 2018

- Designed helpdesk workflows in Jira Software for integration with scrum development cycle.
- Provided feedback on UI/UX designs based on customer trends.
- Gathered and prepared requirements for change requests with stakeholders.
- Triaged incoming website issues to determine if a code change was necessary.

Dealer Service Representative, Central Security Group
December 2016 – May 2017

- Developed an internal application to automate email creation for work orders using VBA and Access.

Technical Lead: Canon Help Desk, HPE via Adecco
November 2014 – November 2016

- Assisted upper management as resident technical support expert during a weekly client conference call.
- Oversaw transition to a new documentation system for all account policies, procedures, and guides.
- Trained new hires to the Canon desk as well as provided continual mentoring through Q.A. duties.
- Updated templates within HP Service Manager for more productive and simplified workflows.
- Resolved issues over the phone for VPN, Lotus Notes, Windows OS, Networking, Share Drives, Printers, Internet Explorer, Oracle, and Client Specific Applications.

Air Traffic Controller Candidate, FAA
January 2009 – September 2010

Manager: Advanced Technical Support, Sprint PCS via Alorica
August 2007 – January 2009

- Coached a team of 20 to not only meet the customer service standards of Sprint but to also meet the additional expectations set by Alorica in order to continue relations with Sprint.
- Provided continuing education to team members in order to maintain the highest support standards and resolve 90% of a daily call volume ranging from 450 to 600 calls.
- Identified problematic behaviors with employees, provided constructive feedback, and processed all necessary corrective actions.

Team Lead: Technical Support, Acer Computers via Alorica
December 2006 – August 2007

- Resolved escalation issues for 30 – 40 technical support representatives, with a daily call volume of roughly 550 to 700 calls.
- Generated daily call-handling reports for management.
- Trained and mentored newly hired representatives with respect to company policy and procedure.

Help Desk, Magellan Midstream Partners via DecisionOne
February 2004 – November 2006

- Provided IT support for VPN, Outlook, Windows OS, Networking, and Printers through remote access.
- Quickly responded to critical errors in time-sensitive systems, and alerted necessary parties in order to resolve critical server issues efficiently.

Education:

Oklahoma State University – Tulsa, OK (January 2011 – 2014)
Completed Coursework toward B.S. in Computer Information Systems
Tulsa Community College – Tulsa, OK
Associate of Science