

Name

Email/telephone number

Skills and Abilities

- Software quality assurance testing.
- Capable of upgrading computer software, hardware and antivirus software.
- 2+ years working in customer service dealing with an extensive amount of customer issues both in person and over the phone.

Education

New York City College Of Technology

Associates Degree-Computer Information Systems – (Projected-December 2016)

Professional Development

- Beyond coding summer training program.
- Brooklyn Tech Triangle Internship Program.

Technical Qualifications

Operating Systems: Windows (XP, Vista, 7, 8), Android, Linux.

Experience

Software Tester (Intern) - Zignage LLC

June 2015 – August 2015

- Developed portions of a mobile Django web application for digital signage, utilizing HTML, CSS, and JavaScript.
- Performed quality assurance testing of the application, including the mobile and desktop versions.
- Reported problems via Red mine ticketing system.
- Created scripts using Python and Selenium for automated testing of web user interfaces.
- Utilized SVN version control system for shared development.
- Gained familiarity with Linux command line.

Customer Service Representative - Best Buy

June 2014- February 2015

- Consistently provided over 75% of customers with extended warranty protection.

- Exceeded the sales target set by management 3 months straight utilizing extraordinary customer service.
- Often called on to help with complicated customer service issues.
- Achieved a customer retention rate of 70% during duration of employment.
- Regularly generated the highest customer satisfaction numbers in the store.