


Frank Michael

COMPUTER ENGINEER

 info@resumekraft.com

 +1-202-555-0114

 Chicago, Illinois, US

 linkedin.com/in/frank

SUMMARY

Computer Engineer who have held responsible positions in a number of companies specializing in ISP, Home Automation and software engineering as an internet support engineer, tester, IT, programmer and technical operations Management.

I enjoy being challenged and engaging with projects that require me to work outside my comfort and knowledge set, as continuing to learn new languages and engineering techniques are important to me.

SKILLS

- Programming Languages and Web Development: C++,XML and Full Stack web Development (HTML,CSS3,JavaScript,Bootstrap3&4, jQuery,NodeJS,ExpresJS,MongoDB,PasportJS)
- Troubleshooting and Operating Systems : Networks Configuration(Servers, Routers, TCP/IP Sockets, LAN Technology, Fiber Optics Fundamentals),Hardware Assembly, Maintenance, Peripherals, Printers, Drivers,windows servers, XP, 7, 8, 10, MAC OS,Ubuntu18.04LTS
- Leadership and Operations: Customer Service-Oriented, Exceptional Verbal and written communication skills, software training and implementation, efficient multi-tasker, staff training/development

EXPERIENCE

Technical Support Zone Leader

Novo Technologies Inc Feb 2018 - Present

- Meet the new tenants among all Clients Locations to clarify and explain our software features
- Verify Accuracy of all completed incidents/Implementations and answer all inquiries and provide requested reports and analysis for landlords, tenants and retail green operations directors.
- Ensure that all company services meet the quality standards of the landlords.
- Provide training and ensure that all team members are well trained.
- Create an environment oriented to trust, open communication, creative thinking and strong team effort.

Technical Support Team Leader

Wish Mark Technologies Apr 2017 - Feb 2018

- Meet the new tenants among all Clients Locations to clarify and explain our software features and prerequisites.
- Responsiblefor the UAT, Rollout and Golive processes for the Sales Tracking Software"eReceipt"on each tenant POS.
- Manage, configure and Troubleshoot all Tenants POS devices H/w and S/w.
- Createthe tenant software execution code using XML Parser.
- Followup the daily task with the team members and ensure that all incidents
- engagements updated correctly.

Installation Team Leader

SE Technologies Feb 2016 - Apr 2017

- Control and integrate automation blinds and shades systems onsite and over the phone during the installation and troubleshooting
- processes

- Provide support for any request related to installation, troubleshooting, and evaluation of the complete family of SOMFY systems
- products
- Engage in the negotiation of customer job demands and specifications
- provide training and mentorship to team members

Internet Technical Troubleshooter

At&t Technologies Jun 2013 - Feb 2016

- Handle inbound and outbound technical calls and provide the technical support needed for all Vodafone products and services
- Keep logs and tickets for all incidents answered and addressed

EDUCATION

Bachelor of Electrical Engineering (Computer)

California Institute of Technology - Jun 2011

LANGUAGES

English – Fluent

French – Fluent