

Eric Wallace

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SOFTWARE DEVELOPER

Talented Software Engineering student seeking junior software engineer position to contribute to a team while continuing to learn from other software engineers and developers. Energetic, detailed oriented, driven, effective communicator and exceptional team player. Proven 20+ years of technical support experience, unique perspective on software design and development recognized for going above and beyond as an individual and team contributor.

EDUCATION

Bachelor in Computer Science: Concentration in Software Engineering
Southern New Hampshire University Manchester, NH

03/2023

- GPA: 3.34
- Dean's List Summer 2022
- Honor Roll Fall, Winter 2021
- Honor Roll Spring 2022

TECHNICAL PROFICIENCIES/SPECIALIZED SKILLS

- | | | |
|--|--|--|
| • Web Development - HTML, CSS, JavaScript, VB Script, PHP | • Software - Visual Studio, VS Code, IntelliJ, Microsoft Office, Adobe XD, Adobe Illustrator, Adobe Photoshop, and WebStorm | • Programming Skills - C#, C++ , Visual Basic, .NET, SQL, MySQL, Java, and Python |
| | | • Functional Skills - Object Oriented Programming and Agile |

ACADEMIC/notable PROJECTS

CS-210 Programming Languages Project: Created a grocery tracking application in C++ that tracked the number of items purchased.

CS-230 Operating Platform Project: Created a software template which would be used to create an application

IT-140 Introduction To Scripting: Created multiple pieces of code in Python 3 that taught the basics of the language

IT-145 Foundations In Application Development: Created an application in Java which allow the customer to intake pets for grooming

RELEVANT PROFESSIONAL EXPERIENCE

Tier I Service Desk Agent

Oct 2021 - Present

SAIC Cleveland, TN - Remote

- Diagnose, troubleshoot, and resolve a range of software, hardware and connectivity issues.
- Outstanding in asking probing questions and researching, analyzing and rectifying problems.
- Using past experiences or research from the knowledge base to solve complex issues experienced by employees instead of escalating to Tier II.
- Documented all applicable information in ServiceNow ticketing system.

Security Guard

Dec 2019 - Mar 2021

Dynamic Security Cleveland, TN

- Monitored multiple building and grounds areas with CCTV feeds
- Secured building entrances and exits, manning security stations and preventing unauthorized access
- Detected contraband items with thorough examinations of bags, boxes and personnel
- Kept security and facility managers updated on security activities and incidents with thorough daily reports

Technical Support Manager

Aug 2011 - Mar 2019

Modemco, Inc. Atlanta, GA - Remote

- Assisted customers via telephone or email to diagnose telecommunications problems and defined the type of service needed
- Offered best-in-class customer service with open, accurate, and professional communication
- Coordinated with customers to schedule service and dispatched service technicians to customer locations
- Provided, when applicable, step-by-step instructions to customers via telephone or email to resolve issues
- Resolved over 50% of issues on initial calls by using telecommunications knowledge, manufacturer documentation, and good research abilities
- Panasonic Communication Platform Certified