

# Stephen Swetman

## **Future Software engineer**

North Augusta, SC 29841

[hunterswetman@yahoo.com](mailto:hunterswetman@yahoo.com)

I am a programming/Software Engineering major and I believe that my qualifications and experience in various work fields make me an exceptional candidate for this position. What sets me above the rest is the value I will bring to your team, such as having contributed to team projects and goals. My skills include: being proficient in communication and some front end development . Currently I am finishing my associates degree in computer science programing where I have currently learned programing languages such as Javascript, PHP, mySQL, Visual basic, C++, HTML, and CSS. I also have basic networking knowledge including IP addressing schemes, subnetting, network architecture, device configurations and experience with Windows10 and VmWare. I one day dream of being a security software engineer. I am currently finishing my associates degree in computer science and will graduate at the end of spring 2023

Stephen Swetman

Authorized to work in the US for any employer

## Work Experience

---

### **Help Desk Analyst**

Unisys - Augusta, GA

August 2022 to Present

As a help desk analyst my job is to receive inbound calls, and perform troubleshooting steps to assist end users with any technical issues that may arise, I use a variety of tools available to me to help me complete each task such as Active Directory, Remote Desktop protocol, SSCM, identity verification systems, productivity tracking, event logs, group policy management, DOD tracking, wireshark, power shell, command line utility, and other systems administration tools.

### **Code Sensei**

Code Ninjas - Evans, GA

November 2021 to August 2022

My position at code ninjas allows me to work with kids ages 7-14 and teach them basic programming concepts and logic using video game building exercises and various STEM activities that teach basic robotics and electrical skills. I enjoyed my time here and it allowed me to strengthen my knowledge by explaining syntax and programming logic with various programming languages such as javascript and c#.

### **Emergency Medical Dispatcher/ Communications specialist**

GOLD CROSS EMS - Augusta, GA

March 2021 to November 2021

My role is critical, I'm the first first responder. My job entails answering emergent 911 calls recording information, giving emergency medical dispatching protocols to help patients until the paramedics arrive, using triage protocols based on priority then dispatching accordingly. I mainly work as the Columbia

county 911 dispatcher, communication with 911 call centers for Columbia county and grove town and Harlem working with fire on all departments and setting up non emergent patient transportation with contracted hospitals and nursing home facilities

### **Cable Technician/quality control/trainer**

DISH

September 2018 to October 2020

As a dish technician, I am solely responsible for successfully installing customer equipment and making sales while in home and successfully troubleshooting any problems. I would generally work by myself and drive company vehicles. My normal day would consist of completing multiple jobs, demo different products, and building relationships with customers. I was recognized for my productivity and having the most sales on my team.

### **Bartender/Server**

The Juicy Crab - Augusta, GA

February 2016 to September 2018

I started off as a server taking care of customers and yodeling products I got promoted to bartender shortly after my time here was well spent developing my people skills and understanding what it takes to work in a restaurant after some differences of opinion after two years I resigned my time at the the juicy crab and went on to bartend at country clubs and some fine dining and weddings

## Education

---

### **Associate's degree in Computer Science**

Aiken Technical College - Aiken, SC

August 2021 to Present

### **High school diploma in GED**

Wil Lou gray opportunity school - Orangeburg, SC

November 2014 to January 2015

## Skills

---

- Cabling
- Network Support
- Troubleshooting
- Customer Service (4 years)
- Microsoft Windows
- Telecommunication
- Microsoft Windows Server
- Salesforce
- Direct Sales
- Account Management
- HTML5
- CSS

- Visual Basic
- TCP/IP
- Operating Systems
- JavaScript
- LAN
- MySQL
- PHP
- DHCP
- DNS
- IP networking
- Computer networking
- IT
- Help desk
- Technical Support
- VMWare
- Technology (2 years)
- Linux
- Windows
- Customer support
- Desktop support
- C# (2 years)
- Git
- SQL
- MongoDB (1 year)
- Node.js (1 year)
- React (1 year)
- Unity (2 years)
- JSON (1 year)
- Visual Studio (2 years)
- C++ (2 years)
- XML
- Active Directory
- Microsoft SQL Server (1 year)
- jQuery
- Scripting (2 years)
- Mobile devices
- .NET MAUI
- Svelte.js
- Xamarin
- XAML

- SQLite

## Certifications and Licenses

---

### **Emergency medical dispatch certificate**

June 2021 to Present

Emergency medical dispatcher certification through an accredited 911 dispatching program

### **Scripting**

## Assessments

---

### **Customer Service — Expert**

August 2020

Identifying and resolving common customer issues

Full results: [Expert](#)

### **Customer Focus & Orientation — Highly Proficient**

August 2020

Responding to customer situations with sensitivity

Full results: [Highly Proficient](#)

### **Work Style: Reliability — Expert**

July 2020

Tendency to be dependable and come to work

Full results: [Expert](#)

### **Automotive Maintenance — Highly Proficient**

September 2020

Knowledge of vehicles, vehicle maintenance, and repairs.

Full results: [Highly Proficient](#)

### **Delivery Driver — Highly Proficient**

September 2020

Interpreting instructions, reading maps, and solving problems.

Full results: [Highly Proficient](#)

### **Supervisory Skills: Motivating & Assessing Employees — Familiar**

October 2020

Motivating others to achieve objectives and identifying improvements or corrective actions

Full results: [Familiar](#)

### **Automotive Maintenance — Highly Proficient**

October 2020

Knowledge of vehicles, vehicle maintenance, and repairs

Full results: [Highly Proficient](#)

### **Basic Maintenance and Repair — Proficient**

October 2020

Performing basic repairs and maintenance for apartment complexes, office buildings, and other facilities

Full results: [Proficient](#)

### **Bartender fit — Proficient**

August 2021

Measures the traits that are important for successful bartenders

Full results: [Proficient](#)

### **Customer focus & orientation — Highly Proficient**

July 2021

Responding to customer situations with sensitivity

Full results: [Highly Proficient](#)

### **Work style: Reliability — Proficient**

August 2021

Tendency to be reliable, dependable, and act with integrity at work

Full results: [Proficient](#)

### **Food service: Customer situations — Proficient**

August 2021

Ensuring customer satisfaction and prioritizing tasks in a food service setting

Full results: [Proficient](#)

### **Mechanical knowledge — Completed**

September 2020

Understanding and applying mechanical concepts and processes.

Full results: [Completed](#)

### **Work style: Reliability — Proficient**

August 2021

Tendency to be reliable, dependable, and act with integrity at work

Full results: [Proficient](#)

### **Customer focus & orientation — Highly Proficient**

July 2021

Responding to customer situations with sensitivity

Full results: [Highly Proficient](#)

### **Technical support — Proficient**

April 2022

Performing software, hardware, and network operations

Full results: [Proficient](#)

### **Technical support: Customer situations — Proficient**

April 2022

Responding to technical support situations with sensitivity  
Full results: [Proficient](#)

### **Bartending — Proficient**

August 2021

Understanding, pouring, and mixing drink orders

Full results: [Proficient](#)

### **Basic maintenance and repair — Familiar**

June 2022

Performing basic repairs and maintenance for apartment complexes, office buildings, and other facilities

Full results: [Familiar](#)

Indeed Assessments provides skills tests that are not indicative of a license or certification, or continued development in any professional field.