

Corrin Drawbaugh

Software Support Engineer

Dedicated Software Support Engineer with 1 year of experience providing exceptional technical assistance and customer support. Proficient in troubleshooting software issues, debugging complex applications, and providing efficient solutions. Adept at collaborating with cross-functional teams and excelling in fast-paced environments. Demonstrates strong communication and problem-solving skills, while consistently striving to improve customer satisfaction and streamline processes.

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1234 Maple Lane, Richmond, VA 
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Education

**Bachelor of Engineering in
Software Engineering at
Virginia Tech, Blacksburg,
VA**

Sep 2017 - May 2022

Relevant Coursework: Software Engineering Fundamentals, Data Structures & Algorithms, Object-Oriented Programming, Operating Systems, Computer Networks, Web Development, Database Management, Artificial Intelligence, Software Testing & Quality Assurance, and Human-Computer Interaction.

Links

[linkedin.com/in/corrindrawbaugh](https://www.linkedin.com/in/corrindrawbaugh)

Skills

Python



JavaScript



SQL



Linux



Git



Docker



RESTful APIs

Employment History

Software Support Engineer at Cognizant Technology Solutions, VA

May 2023 - Present

- Successfully resolved over 95% of client-reported issues within the designated timeframe, leading to a 30% increase in customer satisfaction ratings for software support services.
- Implemented automation tools that reduced average resolution time for software issues by 40%, increasing overall team efficiency and allowing for quicker response times to client inquiries.
- Developed and conducted training workshops for over 100 employees, resulting in a 25% reduction in support tickets due to increased understanding of software features and capabilities.

Associate Software Support Engineer at Leidos, VA

Aug 2022 - Apr 2023

- Successfully resolved 95% of customer support tickets within the target timeframe, resulting in increased customer satisfaction and positive feedback for the team.
- Streamlined the software troubleshooting process by creating and implementing a comprehensive knowledge base, reducing average resolution time by 30%.
- Collaborated with the development team to identify and fix 50+ software bugs, leading to a 20% reduction in reported issues and improving overall product quality.

Certificates

Microsoft Certified: Azure Administrator Associate

Aug 2021

ITIL Foundation Certification in IT Service Management

Jan 2020

Memberships

1. Association for Computing Machinery (ACM)
2. Institute of Electrical and Electronics Engineers (IEEE)