Nemiah Panzer

Software Technician

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Education

Associate of Applied Science in Software Technology at Salt Lake Community College, Salt Lake City, UT

Sep 2018 - May 2022

Relevant Coursework: Programming Fundamentals, Web Development, Database Management, Software Engineering, Networking, Mobile App Development, Computer Architecture, Operating Systems, Cybersecurity, and Project Management.

Links

linkedin.com/in/nemiahpanzer

Skills

Python

JavaScript

SQL

Linux

Git

Docker

React

Languages

English

Urdu

Profile

Detail-oriented Software Technician with 1 year of experience providing exceptional technical support and software troubleshooting. Proficient in multiple programming languages and skilled in software installation, configuration, and maintenance. Demonstrates strong analytical and problem-solving abilities, excellent communication skills, and a commitment to delivering high-quality customer service. Eager to apply technical expertise to contribute to the success of a dynamic and innovative team.

Employment History

Software Technician I at Qualtrics, UT

Mar 2023 - Present

- Successfully implemented a software optimization project that increased system efficiency by 25%, resulting in reduced processing time and improved customer satisfaction.
- Developed and executed a comprehensive software testing plan for a new product release, identifying and resolving over 100 critical bugs prior to launch, which led to a smooth and successful rollout.
- Streamlined the software troubleshooting process, reducing average ticket resolution time by 30% and increasing client satisfaction by 20%.
- Collaborated with cross-functional teams to deliver a major software update on schedule, resulting in a 15% increase in user adoption and a 10% reduction in support requests.

Software Technician II at Adobe, UT

Jul 2022 - Feb 2023

- Successfully led a team of 5 developers in the implementation of Adobe Experience Manager (AEM) for a major client, resulting in a 30% increase in their website traffic and a 25% improvement in content management efficiency.
- Developed and optimized an automated testing framework that reduced software bugs by 40% and decreased the average testing time by 35%, significantly improving overall product quality and release timelines.
- Spearheaded the integration of Adobe Creative Cloud applications with third-party software for a key project, resulting in a 20% increase in productivity and a 15% reduction in project completion time.

Certificates

CompTIA A+ Certification
Mar 2022

Microsoft Certified Desktop Support Technician (MCDST)
Jun 2020

Memberships