

Cobie Melita

Technical Coordinator

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📍 1234 Sunshine Blvd, San Francisco, CA 94112

EDUCATION

Bachelor of Science in Information Technology at California State University, Long Beach

Aug 2017 - May 2021

Relevant Coursework: Database Management Systems, Web Development, Network and Security, Software Engineering, Data Analytics, Cloud Computing, Artificial Intelligence, and Cybersecurity.

LINKS

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

SKILLS

AutoCAD

Python

SQL

Revit

MATLAB

SolidWorks

JavaScript

LANGUAGES

English

Italian

HOBBIES

Building and programming robots

PROFILE

Dedicated Technical Coordinator with 2 years of experience in managing and streamlining technical operations, facilitating cross-functional collaboration, and ensuring timely project delivery. Proficient in leveraging technical expertise to optimize resources, enhance processes, and drive continuous improvement. Adept at coordinating with stakeholders and providing exceptional support, resulting in improved efficiency, productivity, and overall customer satisfaction.

EMPLOYMENT HISTORY

● Technical Coordinator at Google, CA

Feb 2023 - Present

- Successfully managed and coordinated a team of 50+ software engineers across multiple projects, resulting in a 30% increase in overall project efficiency and a 20% reduction in project completion time.
- Streamlined the technical onboarding process for new hires, decreasing onboarding time by 40% and increasing new hire productivity by 25% within the first three months of employment.
- Implemented a new system for tracking and prioritizing technical issues and bugs, leading to a 45% decrease in unresolved issues and a 35% improvement in customer satisfaction ratings.

● Assistant Technical Coordinator at Apple, CA

Jul 2021 - Dec 2022

- Successfully managed the deployment of over 10,000 devices to Apple employees within a 12-month period, resulting in a streamlined workflow and increased productivity across departments.
- Coordinated with a team of 20 technicians to resolve over 5,000 technical support tickets within a 6-month timeframe, ensuring a 95% customer satisfaction rate.
- Implemented a new inventory management system that reduced equipment procurement time by 30%, leading to cost savings of \$200,000 annually.
- Oversaw the development and launch of an internal technical knowledge base, resulting in a 40% reduction in support ticket response time and a 25% increase in first-contact resolution.

CERTIFICATES

Project Management Professional (PMP)

Dec 2021

Certified ScrumMaster (CSM)

Jul 2020

MEMBERSHIPS

Project Management Institute (PMI)