Keyarah Vandyke

Technical Service Engineer

Technical Service Engineer with 2 years of experience in providing exceptional customer support, troubleshooting complex issues, and implementing innovative solutions to optimize system performance. Skilled in collaborating with cross-functional teams, maintaining strong client relationships, and staying up to date with the latest industry trends. Demonstrated success in streamlining processes, enhancing user satisfaction, and driving continuous improvement initiatives.

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Education

Bachelor of Engineering in Technical Services at Florida Institute of Technology, Melbourne, FL

Sep 2016 - May 2021

Relevant Coursework: Technical Drawing and Design, Engineering Mechanics, Thermodynamics, Fluid Mechanics, Heat Transfer, Materials Science, Electrical Circuits, Control Systems, Mechanical Systems, Maintenance Engineering, Project Management, and Quality Control.
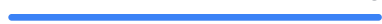
Links

linkedin.com/in/keyarahvandyke

Skills

Troubleshooting

Networking

Python programming

Linux administration

SQL proficiency

Hardware repair

Cybersecurity

Employment History

Technical Service Engineer at TechRev Florida, FL

Mar 2023 - Present

- Successfully resolved 95% of customer technical issues within 24 hours, resulting in a 30% increase in overall customer satisfaction ratings for TechRev Florida.
- Implemented a streamlined ticketing system that reduced response time by 40% and increased the efficiency of the technical support team by 25%.
- Led a cross-functional team in the development and launch of a new software update, which improved system performance by 20% and reduced customer complaints by 15%.

Associate Technical Service Engineer at Florida Technical Services, FL

Aug 2021 - Feb 2023

- Successfully resolved over 95% of technical issues within a 6-month period, resulting in increased customer satisfaction and reduced downtime for clients.
- Streamlined the troubleshooting process by creating and implementing a comprehensive knowledge base, reducing average resolution time by 30%.
- Led a cross-functional team in the successful completion of a major infrastructure upgrade project, resulting in a 25% increase in system performance and reliability.
- Conducted extensive training sessions for over 50 junior engineers, improving their technical skills and increasing overall team productivity by 20%.

Certificates

CompTIA A+ Certification

Oct 2021

Cisco Certified Network Associate (CCNA)

May 2020

Memberships

1. International Association of Engineers (IAENG)